Mendota Neighborhood Library
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Mendota Neighborhood Library Plan of Service
Executive Summary

The Mendota Neighborhood Library facility is inadequate to fulfill the mission of the Fresno County Library and meet the information and recreation needs of the residents of the Mendota Library Service Area. The library currently serves a population of 9,712 from a 960–square foot facility. The population is projected to reach 20,000 by the year 2020. A recent community needs assessment revealed service inadequacies that need to be addressed to meet current and future service needs. The first step toward meeting community needs is a larger library that will accommodate expanded collections and services. The proposed new library will provide 12,635 square feet of service space, more than 12 times the existing space of 960 square feet. The new building will meet community needs through the following elements:

- A collection of 46,000 items or 2.3 items per capita. The collection will include more than 27,000 children's and young adult items, an extensive adult/young adult Spanish language collection of more than 7,000 items, more than 8,000 multimedia items, more than 60 periodical subscriptions, and special collections to meet homework, job and career, literacy and life long learning needs.
- Various seating will include, 18 computer workstations, 3 study carrels, four tables with 4 chairs each, 8 lounge seats, 10 seats in tutoring and conference areas, children's programming seating.
- A meeting room with 60 seats and equipped to accommodate videoconferencing and multimedia presentations, conference and study areas and outdoor plaza.
- A full-time equivalent staff of 3.5, including a librarian I/II, a senior library assistant, a library assistant, and one part-time library aid. Supervisory and support staff from Central services will assist in staff training, planning and implementation of services.

Fresno County Public Library (FCPL) exists to serve the needs of Fresno County residents of all ages. Through strategic planning and on-going needs assessment, the library's responsibilities to its community is re-evaluated and service commitments are rededicated to meet changing needs. The Mandate Neighborhood Library shares the mission, goals and vision of the Fresno County Library parent organization. The Fresno County Library participates as a member of the San Joaquin Valley Library System and the Heartland Regional Library Network thereby sharing the responsibilities of shaping the mission and goals of library service delivery in the Central San Joaquin Valley.

The Library Plan of Service for the Mendota Neighborhood Library integrates the information gathered through the Mendota Community Needs Assessment with local and countywide goals and objectives. Among the methods used to elicit input from community residents on service needs include, public meetings and presentations, community involvement and outreach opportunities, interviews with key leaders, formal surveys and comments from residents The needs of kindergarten through high school students were identified through meetings with Mendota Unified School District trustees, and staff who gathered input from students and parents. The primary service needs that were consistently expressed include three key elements: facilities, collections and services provided by the library. Community residents, and organizations what a multi-purpose library facility that is functional, accessible and makes a statement about the culture and vision of the community. The Fresno County Library is proposing a 12,635 square foot structure that will be visible and easily accessible from main thoroughfares to implement the collections and services that are valued and important community needs. The structure will include both interior and exterior public service spaces. Key interior elements include computer, career and copy centers, separate children's area,

A young adult space with café style seating, a family literacy center with listening stations and study areas, a "quiet room" for reading and browsing, and a meeting room with an outdoor patio space. The exterior building components will meet social recreational and human service needs expressed by the community. Central to the exterior component is a covered "plaza" with seating where residents can meet with friends and family, read or access County Human Services or mobile literacy services at the library. Pedestrian paths, a bicycle rack, landscaping and a water element will enhance the convenience, functionality and beauty to the space.

Mendota residents want library collections that appeal to a broad range of interests, abilities and learning needs. Circulation and in-house use of library materials demonstrate a need for popular materials and those that support formal education and learning, especially for children and teens. The library will implement a collection of 46, 000 items or 2.3 items per capita. The collection size and content in the new building will meet the immediate needs of the 9,712 service area population and those of the projected population of 20,000 by the year 2020n. The children's area will house a complete collection of age and content appropriate print and audiovisual materials. Young adults will have access to informational as well as popular print and non-print materials. The implementation of listening stations in the library will facilitate in-house enjoyment of audiovisual formats. A "Homework" collection will be a central component of the library's resources. An in-depth Spanish language collection is another key aspect of service implementation at the new Mendota Neighborhood Library. Spanish is the primary language spoken by the majority of Mendota residents. Spanish language materials in a variety of formats will be integrated throughout the children's', young adult and adult collections and comprise at least 50% of the total adult collection. Special collections that will be implemented in response to community needs include a literacy collection, job and career resources and local history materials. Audiovisual formats and a variety of electronic resources including subscription databases will broaden the collection.

Services that will be implemented in the new library address the complex socio-economic needs of Mendota residents identified during the needs assessment. Services include a Family Literacy Center with tutoring services and literacy resources, Computer Center with 11 workstations to facilitate information literacy instruction, Career Center with resources and workshops to help residents gain employment and explore career options, and Copy Center with Fax services. Workshops, classes and programs that are instructional as well as informative such as information literacy, parent education, local history will be implemented.

The needs of students will be addressed through implementation of resources and services that support their formal education needs. Homework collections and tutoring, information literacy classes, access to study space and computers resources will be provided. Literacy enhancement and outreach services targeting K-12 students, preschool children and families witll be offered. A College and career collection, workshops and career exploration opportunity will be offered to students in 7th-12th grade. Learning enrichment opportunities such as Fine Arts exposure and summer reading programs will provide additional avenues for academic and personal development.

Fresno County Public Library is a member of the San Joaquin Valley Library System (SJVLS), a consortium of nine public library jurisdictions across six counties in California's Central Valley. The system's mission is to assist member libraries to enhance service to their public through cooperation, resource sharing, technology and networking. Library automation support through SJVLS provides access to a shared online catalog and has expanded over the years to include Internet access, Web site hosting, e-mail services, Internet filtering, print management, group hardware and software license purchases and management of a sophisticated wide area network.

Mission Statements

Fresno County Public Library Mission Statement
The Fresno County Public Library provides people with reading, viewing and listening materials for information, enlightenment and pleasure. We reach out to offer the record of humanity's thoughts and interpretations of the world around us.

Mendota Unified School District Mission Statement
The Mendota Unified School District will build upon student's individual strengths while addressing challenges by providing the highest quality education. We develop model citizens that are academically, socially, physically, and morally prepared to meet the demands of technology, education, and society. We provide the opportunities designed to produce scholars, leaders, and champions to excel in the 21st Century.

Mendota Unified School District Vision Statement
We will engage and support all students in learning and promote parental, business, and district involvement to become a Model & Distinguished School District.

- We will attain our goal by promoting:
- Current and on-going technology integration throughout the curriculum.
- Preschool-adult school curriculum alignment to state standards, career and vocational opportunities.
- Safe learning environment.
- Academic and extra-curriculum excellence.
- Positive and compassionate work place.

We will provide an educational experience, which will impact our diverse preschool-adult students, parents and community. This vision will be accomplished by creating a positive healthy environment and productive relationships between our school, families, the community and local businesses.

Library and School District Partnership
The Mendota Neighborhood Library plays a vital role in implementing the mission and goals, and vision of both the County Public Library and the Mendota Unified School District. The Fresno County Library is committed to providing students and families with access to the information and resources they need to succeed. The County Library has a long history of successful partnerships with the District, and will continue to fulfill its role in the community through focused, collaborative ventures that have a positive impact on the District's diverse student population, and the Mendota community.

Goals, Objectives and Service Indicators

The Fresno County Library has established long range goals and objectives for facilities, collections and services that respond to needs realized through ongoing countywide needs assessment. Many of the countywide goals and objectives were also identified during the Mendota Community Needs Assessment. The Mendota Neighborhood Library Plan of Service includes nine (9) core service responses that address the complex socioeconomic needs expressed by the residents and service providers of the Mendota Library Service Area.

The **Library Service Responses** selected for the Mendota Neighborhood Library represent specific activities and services that the library will undertake to address the complexity of needs realized during the community needs assessment process. Goals and objectives have been defined for each response to maintain effective progression toward meeting the needs of the library service area population.

(1) Formal Learning Support

Goal: Mendota residents who are students participating in formal learning programs will have access to facilities that support their studies, and resources in relevant formats to meet their needs.

The Mendota Library will collaborate with the Mendota Unified School district through **Joint Venture** services to offer a Homework Center that will meet the study and research needs of students. The Homework Center will provide designated study areas and a supportive environment for students to study, complete homework assignments and perform research. Mendota Unified School District staff and community volunteers will be available during library hours of operation to assist students with their homework needs. The library will develop and promote a homework collection that conforms to California K-12 contents standards and address the range of interests and abilities of District students. The District will provide textbooks for kindergarten through high school students. Students will have access to real-time homework assistance and tutoring service through library computers. Library computers will be reserved for homework use and library staff will provide instruction on print and electronic resources. Homework Center resources will also support the needs of adult students.

Facility Objectives
Designated study areas will be provided for children, young adults and adults engaged in formal education programs during peak afternoon hours and on weekends.

- Conference/meeting room spaces will have multimedia presentation capabilities to enhanced learning and provide interactive workshops and class offerings.

Service Indicators
Number of scheduled use sessions for homework/study activities

Collection Objectives

- At least 25% of the annual children's and young adult collection budget allocated for the Mendota Library will be utilized to purchase K-12 curriculum support resources in print and non-print formats. Titles will include a core list of age and content appropriate reference materials aligned with California contents standards.

- Supplement the homework collection with at least one copy of authorized K-12 textbooks (provided by the District) for in-house use.

- The adult reference collection will increase by 20% during the first year of operation to develop an enhanced basic reference collection in English and Spanish to supplement vocational and academic programs.

- At least 3 subscription databases, which will include full-text magazine and newspaper indexes with content for research and reports, will be provided on all library computers. Specific databases appropriate for K-12 students such as ESBCO and World Book Encyclopedia on-line are currently provided.

- Children's and teen web pages with links to grade and content appropriate homework web sites will continue to be offered and updated monthly. These pages are currently accessible from the Library's main homepage.

- The library will provide Internet access, and links to authoritative web sites on a wide variety of subjects through the Library's homepage.

- Develop pathfinders for children and teens directing them to the library's wide array of relevant print and non-print materials to assist with homework assignments.

- Develop subject and genre-related homework booklists and in-house displays to attract students and promote services.

- On a monthly basis, library staff will research and submit purchase orders to children's, young adult and adult centralized selection teams as appropriate to maintain a formal education collection that meets current needs.

- Evaluate library circulation and in-house use statistics to identify patron use patterns and collection needs.

- Develop and implement a schedule to withdraw outdated and under-utilized materials, evaluating collection strengths and weaknesses for additional purchases as appropriate.

Service Indicators
Percent of change in reference and non-fiction circulation based on statistical reports
In house use percent of change based on statistical reports
Number of computer use statistics

Service Objectives

- The library will provide convenient hours of service that meet the needs of students. Library hours will be evaluated semi-annually and adjusted in response to community needs.

- Productivity software including typing tutor, word processing and spreadsheet programs will be available on all library computers to support research and report needs.

- Trained, bilingual library staff will assist students in use of library resources.

- Recruit and train at least 2 volunteers (including high school students) per year to assist students with study and homework needs. The District will provide paid Instructional Aides for targeted K-12 programs as specified in the **Joint Venture Agreement**.

- Access to an online subscription-based tutoring service, such as *tutor.com* or *Plato,* will be provided on designated library computers. The service will target the needs of students in grades 4-12.

- Young Adult librarians will visit middle, high school and continuation schools at least two times each year to provide students with an introduction to library services, encourage students to register for a library card and promote specific services for teens (i e, teen web page, programs and work experience opportunities). Young Adult outreach will be coordinated with the District as part of **Joint Venture** services.

- Library and Mendota Unified School District staff will collaborate through **Joint Venture** activities to introduce K-6 grade students to the fine arts (music, art, and drama). Mendota teachers will provide instruction to small groups (20 students or less) at the library with assistance from library staff and related library resources. The Fine Arts programs will be introduced as part of **Joint Venture** services.

- Trained public librarians will offer school district staff at least one (1) in-service training session per year on the effective use and application of homework and library resources as part of **Joint Venture** services. District staff will reciprocate with one workshop for library staff on curriculum and resources provided to students by the district.

- Library staff will offer monthly orientations on homework resources for students, parents and volunteer homework assistants.

- Create opportunities through a variety of communication formats to inform students and the community at large about Homework Center services.

Service Indicators:
Number of library users per hour of service
Number of computer use sessions
Percent of change in registration based resulting from outreach
Number or workshops/training sessions and attendance

Need: The importance of strengthening the library's cooperative relationship with the Mendota Unified School District to offer academic support for K-12 students was a repeated theme throughout discussions with school staff, students, parents and youth advocates. The student population of Mendota Unified School District is 98% Hispanic. 89% of students are low income, 74% are English learners, 22% are immigrants and 43% live in migrant families. The 2002 average API score is 568 compared to the state target of 800. The District has a high drop out rate, 4.7% compared to 2.8% state average. The Mendota Library also services adult learners who are engaged in formal academic programs.

(2) Information Literacy

Goal: The Mendota Neighborhood Library will provide Information Literacy services to address the need for residents to acquire skills related to finding, evaluating, and using information effectively in their daily lives.

The Mendota Library will provide a Computer Center housing eleven (11) computers with Internet access, productivity software, subscription databases and links to authoritative web sites for children teens and adults. Eight (8) additional computers will be placed throughout the library and several spaces will have lap top capability or future wireless access. Multimedia presentation equipment, such as a LCD projector or television/VCR or DVD, will support instructional activities. Computer literacy classes covering introductory to advanced skills will be taught by experienced, bilingual library staff. World Wide Web links to homework help sites and real-time access to an on-line tutor service will be provided to meet the specific needs of K-12 students as outlined in the **Joint Venture** Agreement with the Mendota Unified School District. In addition, computer services will meet the special needs of seniors and Spanish speaking adults. An introduction to the wide array of print resources available in the library and how to located and effectively utilize informational resources will be provided.

Facility Objectives
- Mendota residents will have access to a Computer Center with eleven (11) computer workstations.

- Eight (8) additional computer workstations for the public will be placed in designated spaces for children, young adults and adults.

- The Library will have laptop computer capability and multimedia presentation devices in designated reading, conference and meeting spaces. The library's infrastructure will be designed for future wireless capability.

- Branch staff will collaborate with library technical support staff on an annual basis to evaluate technology needs and realign services to meet current and future needs.

Service Indicators:
Number of residents who use computer areas
Number of use sessions in meeting and conference areas
Number of computer literacy classes

Collection Objectives

- Web-based access to library collections, reference resources and services will be provided on all library computers. Links to selected Internet sites through the library's web pages will be available on all library computers. Web pages designed for children and teens will provide access to selected age and content appropriate resources.

- A variety of electronic subscription databases will be provided on all library computers. Databases may include but are not limited to current subscriptions, *EBSCO*, *InfoTrac*, *World Book Online*, and *EBSCO host Espanol*.

- Selected print resources on frequently requested topics such as government, education, immigration and consumer information will be purchased and maintained.

- Review and evaluate equipment, and resources on an annual basis for timeliness and relevance. Recommend changes to meet demands.

- Library staff will attend continuing education courses as appropriate to ensure their familiarity with a wide variety of resources and emerging technology.

- *Service Indicators*
Number of Computer use session
Percent of change in circulation of non-fiction based on statistical reports
In-house use percent of change based on statistical reports

Service Objectives

- Library users will have access to current technology including personal computers, high speed laser and inkjet printers, scanner, and PC reservation and print management software .

- Trained bilingual staff will assist patrons of all ages in use of computer equipment and electronic resources.

- Recruit and train at least two volunteer computer docents through collaborative efforts with the Mendota Unified School District, West Hills College and community organizations.

- Library staff will conduct at least four (4) bilingual computer literacy classes per month. Classes will include but are not limited to typing skills, mouse basics, e-mail, word processing, Internet basics and spreadsheet programs. At least one (1) class per month will be designed specifically for seniors.

- Library staff will collaborate with the Mendota Unified School District to schedule at least one information literacy class per month for K-12 students. Content will include the library catalog, reference and current non-fiction, child, teen, reference and branch web pages, homework help sites and subscription databases. All training will be conducted by experienced library staff in English and Spanish.

- Schedule training sessions on library print and electronic resources for the general public. Current training such as "Find That Book", an introductory class on using electronic reader's advisory materials, will be offered.

- Create opportunities to promote and publicize library services through community involvement, Public Service Announcement on local radio and other communication methods.

- Develop methods to evaluate user satisfaction.

Service Indicators:

Number of computer use sessions
Percent of change in computer use based on statistical reports
Number of people attending computer and information literacy classes
Percent of people who indicate through evaluation method they have gained or improved information literacy skills

Need: Mendota is a community with a high percentage of Hispanic residents (93%) who have lower income levels, lower educational attainment and limited access to technology in their community. The majority of residents access computer technology at the public library or at school when in session. The existing library facility in Mendota provides four public service computers to serve a population of almost 10,000. The library logged more than 5,000 computer use sessions during the 2001-2002 fiscal. A Computer Center and workstations throughout the new library will meet the need for access to current technology and electronic resources expressed by residents throughout the Mendota needs assessment process.

(3) Basic Literacy

Goal: The Mendota Branch Library will provide residents of all ages with a learning environment, specialized materials, access to trained tutors, and targeted programs to help them reach their literacy goals.

The Mendota Library will offer a Family Literacy Center with designated spaces for services and programs. The Library will partner with the Mendota Unified School District and other community agencies to recruit and train tutors who will assist learners in reading and writing English. Literacy tutoring will be provided in one-on-one, small groups or self-guided approaches as needed for each learner. ESL instruction in the library will be provided to English learners enrolled in programs through the Mendota Unified School District as part of **Joint Venture** services. Literacy materials in English and Spanish will provide in a variety of formats to encourage and enhance learning. The Library will collaborate with Mendota Community Partners organizations to offer family literacy programs, parent education workshops on the importance of reading to children, special programs for English learners, immigrant and migrant families, and literacy outreach to young children.

Facility Objectives
- The Mendota Library will provide a Family Literacy Center with designated meeting and conference rooms for learners of all ages to meet with tutors, or study independently in a confidential setting.

- Create a model to annually review and evaluate service needs for literacy facilities and services to meet changing needs.

Service Indicators:
Number of scheduled use sessions in literacy facilities

Collection Objectives
- A literacy resource collection for all ages will be developed and maintained. Materials will be purchased in English and Spanish, and focus on reading and writing in English and basic math skills. At least 100 learners will access literacy materials annually.

- Literacy software will be available on designated library computers to enhance learning.

- On a monthly basis, library staff will research and submit purchase orders to the appropriate selection team (children, young adult or adult) for materials to support literacy.

- Annually assess and evaluate literacy collections for timeliness and appropriate content. Align all print and non-print materials (existing and new purchases) with current needs.

Service Indicator:
Percent of change in circulation and in-house use of literacy materials based on statistical reports
Number of computer use sessions to access literacy software

Service Objectives
- The Family Literacy Center will be available to residents during all public service hours. Library staff will be available in the center at least 20 hours per week. Volunteers will be recruited and trained to provide a minimum of 20 additional hours of service.

- Recruit, train and match at least 5 new tutors during the first year of operation through a variety of methods including collaborative efforts with the Mendota Unified School District and other community partners.

- Identify, assess and match at least 12 new learners annually through a variety of methods including collaborative efforts with the Mendota Unified School District and other community partners. l

- Library resources, trained staff and volunteers will support **Joint Venture** literacy services offered to Mendota Unified School District students and families.

- Tutors will attend 12 hours of Laubach literacy training that introduces tutoring strategies such as language experience and duet reading, the reading process and strategies, lesson planning and more. The Fresno County Library Literacy Coordinator will conduct the training.

- Tutors will attend a 2-hour Family for Literacy workshop that provides instruction on how to integrate children's literature in literacy tutoring, read-along skills, emergent literacy, and how to select appropriate books for children.

- Each learner will receive an orientation to the literacy program and library services. The learner orientation will include an intake assessment of current skills and literacy goals.

- The Literacy Coordinator will present at least one (1) workshop per year for library staff, potential tutors and community organizations to foster an awareness of the challenges and problems faced by adult new readers, children with reading disabilities, and English learners participating in library, school district or other literacy programs.

- A minimum of 2 theme-based family literacy programs will be offered per year. Programs will include, but are not limited to stories, music, art, drama and written expression that encourage parent/child shared learning activities. Programs will be planned and implemented by trained literacy staff.

- At least 2 bilingual parent education workshops on the benefits of reading with children, selection of appropriate books for children and shared learning activities in the home that encourage family literacy. Workshops will be planned and implemented by trained youth services and literacy staffs.
- Monthly outreach visits to local preschools through the Families for Literacy bookmobile (Aprendo Van) will be provided. Outreach features will include story presentations, free books, computer learning software and educational toys.

- Library staff will partner with the Mendota Unified School District through **Joint Venture** services to offer migrant and immigrant families with an orientation to library and literacy services through the Aprendo Van. At least 2 sessions per year will be offered to district Saturday School classes.

- The Aprendo Van will visit Kindergarten classes at least once per year to introduce young children to library services and promote early learning readiness.

- Create opportunities to promote literacy services including in-service presentations to school district staff, community partnerships, radio and television announcements, in-house publicity, print and electronic announcements in English and Spanish.

- Create a model to annually assess, review, evaluate, and align literacy services to meet community demographics and changing needs. Literacy facilities, community partnerships, collections, programs and services, staff and other program components will be included in the annual review.

Service Indicators
Number of tutors recruited and trained
Number of tutor and learner matches
Percent of learners who reach their pre-determined literacy goals
Number of literacy programs and attendance
Increase in library use resulting from literacy services
Number of outreach visits and attendance

Need: Throughout the Mendota Needs Assessment, community members and service providers expressed a great need for services that will help residents of all ages improve/acquire basic skills in speaking, reading, and writing English and in Math to improve their quality of life. Mendota is an agricultural community with a very high population of Hispanic farm workers, many of whom are immigrants from Mexico or Central America. It is estimated that 30% of adults do not speak English, and 74% of Mendota Unified School District students are English learners. Designated literacy spaces, materials, trained staff and tutors, and family programs will help meet this critical need.

(4) Business and Career Information

Goal: Mendota residents will have information needed to make career, college and vocational choices, to obtain employment, and to pursue business opportunities.

The library will focus on resources and services that will assist residents in assessing and developing job skills and obtaining business resources. A bilingual collection related to jobs and careers will be developed and maintained in the new Mendota Library. Materials in both print and non-print formats will reflect the varied skill and abilities of residents. Audiovisual formats will enhance learning, especially for residents with limited English language and literacy skills. Electronic resources will guide residents through skill and interest assessment, job training requirements and job search strategies. Trained library staff will partner with employment service agencies to offer classes in skill assessment, resume preparation and job search strategies. The library will provide a venue for potential employers to post job listings and meet with job seekers. Computer literacy classes will help residents gain new skills necessary for the modern work place. Basic business resources will meet the needs of small business owners and those interested in local business development.

Through **Joint Venture** activities with the Mendota Unified School District, the library will develop a collection of materials on college and career choices for teens. College and career and outreach programs designed specifically for 7-12 grade students and their parents will be developed and implemented with school agency and community partners such as GEAR-UP (college readiness program) and I-5 Business Corridor. Young adult and adult students will be offered career exploration opportunities in the library.

<u>**Facility Objectives**</u>
- A Career Center Collection will be housed in a designated area of the library and will include resources to assist students and adults to make career, college and vocational school choices.

- A designated area will be provided to post job announcements and training opportunities.

- The Computer Center will be available to access on-line job and career resources and participate in training workshops.

Service Indicators
Library in-house use statistics
Number of computer use sessions for job/career activities

Collection Objectives

- At least 5% of the annual Mendota materials budget will be allocated for career, college, business and related resources in print and non-print formats.

- Residents will have access to current test books including civil service, high school equivalency, and ESL and college and vocational schools.

- Residents will have access to electronic resources that support career, job and business development including but are not limited to Reference USA Business and Residential, *General Reference Center Gold, Informe!* and *MAS Ultra-School Edition.*

- The library will offer basic business reference resources to meet the needs of small business owner, and residents or organizations interested in business opportunities and development.

- Selected links to employment, career, and small business resources and will be featured on all library computers.

- Library staff will submit requests for new or replacement materials as needed to maintain a current collection of print resources and meet demand.

- Evaluate and monitor use of resources on a continuous basis. Align resources with current needs.

Service Indicators:
Percent of change in circulation of business and career materials based on statistical reports
In-house use percent of change based on statistical reports
Number of computer use sessions

Service Objectives

- Residents will have access to current job listings, job training opportunities and continuing education through print and electronic bulletin boards.

- The County Job and Career Services Librarian will collaborate with local employment service providers to plan and present workshops on job skill assessment, resume preparation and job search strategies.

- Bilingual library staff will provide training in basic to advanced computer skills that are needed for the modern work place such as typing, word processing and e-mail.

- At least 2 career and college preparation workshops will be offered to 7th-12 grade students and parents per year through **Joint Venture** services with the Mendota Unified School District and community agencies. Workshops will focus on college and vocational school preparation, entrance requirements, application process, and financial aid information.

- The library will partner with employment and business development agencies such as Workforce Connection, Proteus, and State Economic Development Department to host an annual job fair at the library that will connect employers with local job seekers.

- The Fresno County Library Business Services Librarian will lead workshops and discussions about small business resources and opportunities in conjunction with Mendota City government the Mendota Chamber of Commerce and the I-5 Business Corridor.

- Library staff will participate with other community agencies in the annual college and career faire for Westside high school students that is co-sponsored by the I-5 Business Corridor.

- Eligible residents who attend the local community college or participating in a job-training program will be offered work/study experience in the library.

- Collaborate with the Mendota Unified School District through **Joint Venture** activities to develop a multi-faceted work experience module (Teen Work-Study and Leadership Program), designed to introduce teens to the library profession. Areas may include job shadowing, computer docent, planning and implementing library services as a teen council participant.

- Residents will have access to career resources lists and will be informed about job and career services through a variety of means including local radio, and partnerships with other agencies.

- Create opportunities to engage in outreach and promotion of services within the community.

- Develop evaluation models to monitor use of resources and services.

- As a 2003 Urban Libraries Executive Leadership Fellow, the librarian supervisor for west county rural libraries will establish a broad based coalition of government, school and community partners to address employment and economic development issues in western Fresno County resulting from proposed agricultural land retirement.

Service Indicators:
Number of residents who participate in jobs skills/search training
Percent of students and residents who indicate through evaluation method they gained job skills at the library
Participation by community organizations in program planning and implementation
Number of job and business related events and attendance
Customer satisfaction rating based on evaluation methods

Need: The Mendota community has a history of chronically high unemployment and low-income levels. The City of Mendota estimates that 60% of jobs in the area are related to the agricultural industry. High unemployment is underscored by declining employment trends, a proposal to retire productive farmland in the Mendota Library Service Area, and few options for an unskilled labor force. The City of Mendota and employment services providers in the community expressed a critical need for local access to employment job and career resources.

(5) Cultural Awareness

Goal: The Mendota Neighborhood Library will provide an extensive collection of Spanish language materials and resources in many formats, and will offer programs and special displays that reflect the rich Hispanic culture of the service area population.

Spanish Language collections will be provided for children, young adults and adults. Collections will be placed prominently throughout the library. All signage and directional information will be in both English and Spanish. Colorful displays, art and ephemera will compliment interior design themes. The adult Spanish collection will comprise at least 50% of the total adult collection. A variety of print and non-print titles will be selected to meet the varied interests and abilities of Mendota residents. Bilingual library staff will provide training and workshops on library resources available to Spanish speakers. Programs and events that celebrate the rich Hispanic cultures of residents will be offered through library and community partnerships.

Facility Objectives

- Designated, visible spaces in the Mendota Branch Library will house Spanish language materials for all ages in a variety of formats.

- The library will provide designated spaces for signage, displays, information and library promotional materials in Spanish.

- The library meeting room will be available for cultural events and, programs planned and implemented by library staff and/or community residents.

Service Indicators:
In house use statistics
Number of cultural displays
Number of scheduled events in meeting facilities

Collection Objectives
- At least 50% of the annual adult materials budget for Mendota will be used to purchase Spanish language materials in a variety of formats.

- At least 30% of the annual children's and young adult budgets will be allocated for Spanish language materials.

- Mendota residents will have access to Spanish language resources on all library computers through the Fresno County Library Spanish language homepage.

- The Mendota Library will provide access to Spanish language subscription databases and translation features offered by the Fresno County Library. Current database subscriptions include *EBSCO host Espanol*, *Informe! Revistas en Espanol* and *World Book online* in Spanish.

- Library staff will research and submit purchase orders to appropriate selection teams at least monthly to assure a timely and well maintained collection.

- Monitor content and of library collections and use statistics on a continuous basis to align resources with current needs.

Service Indicators:
Percent of change in circulation of Spanish language materials based on statistical reports
In-house use percent of change based on statistical reports
Percent of change in library registration as a result of increased services to Spanish speaking residents.

Service Objectives
- Bilingual staff will be available to assist Spanish speaking residents with their information needs during library hours of service.

- Information literacy instruction on print and non-print resources available to Spanish speakers will be offered at least once per month. Workshop content will include an introduction to the Fresno County Library's Spanish web page and subscription databases.

- Community residents and organizations will be encouraged to display art and ephemera depicting Hispanic culture.

- Strengthen existing partnerships with community organizations through participation in cultural events such as the annual *Joaquin Murrietta Ride* and *Cinco De Mayo celebration.*

- Create opportunities to engage in outreach and promotion of library services to the Spanish speaking community. Literacy Aprendo Van visits to school district classes for migrant and immigrant residents, and announcements on Spanish language radio will be pursued.

- Develop evaluation methods to assess customer satisfaction.

Service Indicators
Number of times Spanish electronic resources are accessed
Number of cultural displays or exhibits sponsored by the community
Participation by community organizations in program planning and implementation
Number of scheduled cultural events in the library and attendance
Customer satisfaction rating

Need: As shown in the Mendota Community Needs Assessment, more than 93% of the library service area population is of Hispanic origin. More than 70% of Mendota Unified School District students are English learners. It is estimated that more than 30% of adults do not speak English. The current Spanish language collection is heavily used but expansion is limited due to facility constraints.   The need for in-depth Spanish language resources including print and electronic resources in varied formats, cultural displays, programs and workshops was identified by community residents and organizations during the needs assessment process.

(6) General Information

Goal: The Mendota Neighborhood Library will meet patron needs for information and provide answers to questions on a broad range on topics related to work, school and personal life. General information services will be offered to patrons of all ages, from preschoolers to seniors in English and Spanish. All residents of Mendota will have convenient access to current and authoritative information resources in varied formats to meet their diverse information needs.

The library will have well-trained and skilled staff who provide professional assistance in answering questions and locating appropriate resources to meet the diverse information needs of residents. Current basic reference materials, in print and electronic formats will be available at the Mendota Library and supplemented by remote access to a broad range of resources provided through the Fresno County Library and the San Joaquin Valley Library System.

Facility Objectives
- The Mendota library will provide ample shelving and readers seating to support general informational and specialized reference resources.

- Review and evaluate space allocations and arrangement of library collections annually and make adjustments to meet changing needs.

Service Indicators:
In-house use of reference materials and seating areas

Collection Objectives
- Increase overall Reference collection holdings by a minimum of 20% the first year of operation to meet anticipated demand for information resources.

- A minimum of 10% of Mendota's annual materials budget for children's and young adult collections will be devoted to reference and informational materials in relevant formats.

- Selected authoritative Internet resources on frequently requested topics, such as government, current events, education and consumer information will be featured on library web pages. Access will be provided through all library computers and from remote locations.

- Children and young adults will have access to age and content appropriate web sites through links on library web pages designed specifically for youth.

- On a monthly basis, library staff will research and submit purchase orders to the appropriate selection team to maintain a current collection that meets the information needs of Mendota residents.

- Library staff will continuously monitor use patterns and statistical reports and recommend adding or deleting resources as appropriate to meet changing needs.

Service Indicators:
Percent of change in circulation of non-fiction and reference materials based on
statistical reports
In-house use of reference materials and fill rate of reference requests based on
statistical reports
Number of computer use sessions

Service Objectives

- Mendota residents will have access to the library on days of the week and times that are convenient and meet their needs. Hours of service will continue to be reviewed semi-annually and adjustments as needed to meet demands of the community.

- Mendota Library staff will provide accurate and timely answers to questions and assistance with research in a friendly and helpful manner. It is anticipated that Readers' Aid Transactions (RATs) will increase by at least 20% from the previous year upon opening the new facility.

- Mendota patrons will have at least 95% of their questions answered correctly. Library staff will incorporate Effective Reference Performance procedures in 80% of all patron transactions.

- Bilingual staff will instruct Spanish speaking patrons in use of library reference and informational resources including, print materials and electronic resources currently provided (*EBSCO host Espanol, Informe! Revistas en Espanol).*

- Library staff will refer Mendota residents to community organizations and agencies that offer a variety of human services through utilization of the Fresno County Library Information and Referral on-line directory and current information about community organizations and agencies maintained at the library.

- Library staff will collaborate with local government agencies, school agencies, and community organizations to establish electronic links and/or pathfinders to local service providers' web sites.

- Library staff will attend appropriate training on library resources and services to achieve optimum delivery of library services.

- Develop assessment and evaluation methods to measure customer satisfaction with information services. Make adjustments in service as indicated by evaluation methods.

Service Indicators:
Use per hour of operation indicated by in-house statistics
Attendance at information literacy training for the public
Percent of referrals made to service providers using resources available in the library
Percent of customer satisfaction with informational services indicated by evaluation methods

Need: Mendota is an isolated rural community located 35 miles west of the City of Fresno. The community needs assessment identified local access to resources in a variety of formats as an important service response to provide residents with current information on many topics such as health, current events, consumer information and social services.

(7) Current Topic and Titles

Goal: Mendota residents of all ages will have available to them popular titles and materials on current topics in a variety of formats in appropriate languages, which reflect popular demand of the community served by the Mendota Neighborhood Library.

The Mendota Branch Library will provide a collection of current books, audio books, compact discs, video recordings, DVDs, magazines and newspapers for adults, children and young adults in sufficient quantity that meets the varied needs, skills, abilities and interests of residents. Library materials will be available for patrons with visual and other disabilities.

The Library collection will be organized for ease of access and merchandized through use of display shelving and strategically placed, thematic displays throughout the library. A pleasant environment will be provided with comfortable lounge seating throughout the library, reading tables and a combination of task, natural and ambient lighting appropriate for reading. Library staff will stay abreast with current publications, and will help patrons locate desired materials in print and on-line. The library's extensive computer database will assist patrons with Readers' Advisory and provide a variety of popular full-text magazine articles in English and Spanish for quick access to current events as they unfold. The library will provide programs for children, young adults and adults to highlight and reinforce reading for enjoyment and pursuit of personal interests.

Facility Objectives
- Provide a pleasant environment with appropriate lighting, shelving, comfortable seating, and ambience conducive to browsing and reading. A variety of seating will be available from traditional hardwood readers' seats to comfortable lounge seating.

- The library will provide a Quiet Room for patrons who wish to read or browse library materials away from high traffic or noisy areas.

- A children's programming area will accommodate storytimes and other programs.

- Evaluate and review space allocations, arrangement of collections and seating at least once per year and make changes as appropriate.

- Develop evaluation methods to measure customer satisfaction with library facilities.

Service Indicators
In-house use based on statistical reports
Percent of customer satisfaction based on evaluation methods

Collection Objectives

- At least 50% of the adult materials budget will be devoted to popular materials in all formats. The collection will be developed and maintained to meet the 2.3 item per capita standard established for rural Fresno County Libraries.

- At least 45% of the children's and young adult materials budget will be allocated for population print and non-print materials. The collection will be developed and maintained to meet the 2.3 item per capita standard established for rural Fresno County Libraries.

- A permanent and rotating collection of current large print books will be developed and maintained to meet popular demand.

- The library will increase holdings of popular magazines and newspapers to meet current and future demand. Periodicals will be provided in English and Spanish languages.

- Circulation will increase by at least 30% the first year of operation to correspond with increased collection size and audiovisual formats.

- Mendota Library staff will provide excellent customer service to each patron in English or Spanish as appropriate.

- Library staff will develop bilingual promotional materials such as bookmarks and electronic announcements on the library's web page that will guide children, teens and adults to popular new materials. Featured promotional items will appeal to many interests and skill levels.

- Increase both staff and patron use of the library's reader's advisory subscription database *Novelist by 25%* through instruction and promotion of services*.

- Increase patron use of Spanish language resource databases*, EBSCO host Espanol* and *Informe! Revistas en Espanol* by 25%.

- The library will develop and maintain selected Internet links that will guide patrons from the library's home page to reading materials and titles that fulfill their recreational reading needs.

- Library staff will instruct children and teens in use of age appropriate web pages to promote reading as a recreational activity. Increase use of the children's and teen web pages by a minimum of 25%.

- On a monthly basis, library staff will submit purchase orders to the appropriate selection team for popular titles to maintain the collection and meet the interests of Mendota residents.

- Mendota staff will develop and implement a schedule to withdraw outdated and under utilized materials, evaluating collection strengths and weaknesses and adding materials and formats as appropriate.
- Staff will elicit input from local residents about collection needs as part of on going needs assessment and collection development.

Service Indicators:
Percent of change in circulation of popular print and non-print materials based on statistical reports
In-house use percent of change based on statistical reports
Percent of change in patron registrations based on statistical reports
Correlation between collection content and community demographics
Number of computer use sessions to access reader's advisory databases

Service Objectives

- Provide convenient hours of service that will promote library use for recreational and informational needs. Evaluate library hours semi-annually and recommend changes as appropriate to meet changing needs of the community.

- Preschool classes will be invited to visit the library at least two (2) times per month for programs that feature appropriate literature and promote reading and learning activities.

- The Fresno County Day Care Bookmobile will continue to make seasonal visits to Mendota Day Care Centers to introduce staff, children and families to the library as a valuable resource, promote early literacy and cultivate positive teaching methods in day care centers.

- Mendota Library will participate in the annual Fresno County Library Summer Reading program, which provides fun and informative activities and incentives to promote reading for enjoyment. The library will partner with such local organizations as Westside Youth and the Lions Club to sponsor recreational programs and activities throughout the summer. Students participating in the **Joint Venture** services Fine Arts program will be invited to perform during the summer reading program.

- Mendota young adults will participate in the teen summer reading initiative, Reading Rave sponsored by the Fresno County Library. The annual program will feature books on fun and interesting topics for teens, reading incentive prizes and programs such as "open mic poetry night" and "movie night".

- Develop evaluation methods to measure customer satisfaction with library services, as part of on-going library needs assessment.

- Create and maintain opportunities through partnerships with community organizations that bring books, recreational learning experiences and programs to undeserved populations such as English learners, literacy learners, migrant and immigrant families and senior citizens.

- Ensure that displays, bookmarks, electronic announcements and other merchandising materials are kept fresh and relevant to Current Topics and effectively promote library resources.

- Create opportunities to inform patrons about the use of library technology as a reader's advisory tool through on going publicity and scheduled group or one-on-one training.

- Library staff will attend continuing education courses to ensure their familiarity with a wide variety of tools and resources to assist patrons in selecting materials of interest.

Percent of change in circulation resulting from displays and promotion activities
Number of preschool visits and program attendance
Number of registrations resulting from community outreach
Percent of change in summer reading participation based on statistical reports

Need: Mendota is a rural community with no other public library within 8 miles of the service area. There is a large population of school-age children and young families who live in the library service area. Socioeconomic factors such as limited English skills, lack of transportation, and low income add to the geographic isolation. A variety of materials for all age and abilities were identified during the needs assessment, along with educational and recreational programs for children and young adults. Senior Citizens want access to more large print books, and quiet areas to read.

(8) Life Long Learning

Goal: Mendota residents will have available to them an in-depth, accessible and organized collection of materials on a wide range of subjects that support lifelong learning for self-directed personal growth and development. Residents will have local access to programs, workshops and opportunities that promote learning at all stages of life.

There is interest among senior citizens in the Mendota community to collect and present historical information about the community dating back to the Yokut Indian Tribes. The new library facility with multimedia and videoconferencing capabilities will facilitate remote workshops, classes and presentations on topics of interest to seniors and other groups in the community.

Facility Objectives

- Ample shelving for collections on a variety of topics and comfortable seating areas will support self guided study and continuing education.

- The Mendota Library will offer a meeting room equipped with video conferencing and multimedia presentation capability for learning enrichment activities.

- Study and conference rooms will be provided with lap top computer and audiovisual enhance capability that will support self-directed study or small group workshops.

- A Computer Center equipped with eleven (11) personal computers will facilitate interactive training, workshops and individual study.

- Evaluate facilities layout annually in relation to use patterns and make appropriate adjustments (as feasible) to meet changing needs.

Service Indicators:
Materials added to the local history collection
Number of scheduled programs in meeting room and attendance

Collection Objectives:

- Increase the library's collection to a maximum of 46,000 items (from current holdings of less than 10,000) to meet the Fresno County Library standard of 2.3 items per capita for rural libraries.

- Library staff will work closely with the Mendota Senior Center and community residents to develop and maintain a Mendota History Collection. The collection may include books, photographs, pamphlets, brochures, art, oral histories and ephemera.

- Residents will have access to a wide range of electronic resources including full-text magazine and newspaper indexes and databases such as *EBSCO, Informe*! and *Ancestry Plus* on all library computers and from remote access through the library's web pages.

- Incorporate materials in new formats and technologies into the collection as they become available to expand the scope to materials available to Mendota residents. Emergent collections (e.g. e-books) will be developed through Fresno County Library and SJVLS collection and technology plans.

- On a monthly basis, library staff will research and submit purchase orders to appropriate selection teams that meet the informational needs of residents.

- Elicit input from the Mendota community to further identify relevant resources.

- Monitor patron use patterns and evaluate the collection continually to align resources with current demand**.**

Service Indicators:
Percent of change in circulation based on statistical reports
In-house present of change based on statistical reports
Number of computer use sessions

Service Objectives
- Increase library card registrations by at least 25% during the first year of operation.

- Meeting and conference rooms will be used at least 80% of library open hours for meetings, workshops, conferences or study. The meeting room will be available for evening meetings or events.

- Employ videoconferencing to bring remote and interactive workshops, seminars, classes and programs to Mendota residents. Opportunities for programs related to business interests, life long learning for seniors and adults and non-traditional library users (e.g. English learners) will be pursued.

- Expand computer education classes for seniors. At least one (1) class per month will be offered on basic to advanced computer skills with emphasis on areas of specific interest to seniors.

- Expand library/community partnership with the Mendota Senior Center to co-host programs or discussion groups that pertain to the history and agricultural roots of the Mendota area and Central California.

- Volunteers from the Fresno County Genealogical Society and library staff will present workshops on how to utilize the *AncestryPlus* electronic database and other genealogy web sites.

- Library Youth Services staff will collaborate with the Mendota Unified School District through **Joint Venture** services and County Health and Human Services to offer a series of Parent Education classes. Topics may include, parenting the adolescent, parent/child communication, drugs, alcohol and children, helping your child with homework and parenting the disabled child. A series of parent education classes will target the needs of teen parents.

- Community organizations will sponsor a variety of programs and events for all ages to be held at the library facility.

- Provide volunteer opportunities for seniors and other residents.

- Develop assessment and evaluation methods to measure customer satisfaction

Service Indicator:
Percent of change in registrations based on statistical reports
Schedule of activities and events in meeting areas
Attendance at schedule training, programs, workshops and events
Customer satisfaction rating based on evaluation methods

Need: Mendota is a rural community with few resources available for continuing or community education. The needs assessment identified an interest in preserving the history and agricultural roots of the community. Senior citizens are particularly interested in a history collection and related programs that will teach children about the area's history. Mendota residents also expressed a need for local access to continuing education and personal development opportunities.

(9) Commons

Goal: The Mendota Neighborhood Library will provide a Commons environment to address the need for community residents to interact with others, hold meetings and events, and have convenient access to human services.

The Mendota library will provide a variety of meeting and gathering spaces, which address the complex service needs of local residents. A meeting room with a seating capacity of 60 and adjacent kitchenette will enable community residents and organizations to host educational, recreational and cultural events. An outdoor patio adjacent to the meeting room will extend the space and provide a venue for evening events during the spring and summer seasons. A complete videoconferencing and presentation system will be installed in the meeting room to facilitate remote and interactive seminars, workshops and conferences. Tutoring and conference spaces will be incorporated in the interior elements of the building to accommodate a variety of needs including homework and study, small group meetings, literacy tutoring, self-guided learning, and meetings with other service providers. A copy center with photocopy and FAX capability is also an important need expressed by the community. Space will be provided in the building to post announcements and distribute information to residents. An outdoor plaza element will address the need for shaded areas to interact with others, read or access other human services at the library.

Facility Objectives

- A meeting room with adjacent kitchenette and video conferencing equipment will accommodate community meetings, presentations, interactive workshops, cultural, educational, recreational and human services activities.

- Conference and tutoring rooms will support home work and study needs, literacy tutoring and one-on-one or small group meetings. The tutoring and conference spaces will be equipped with audiovisual, and multimedia capability to enhance learning.

- The Mendota Library will provide space for brochures, announcements and distribution of community information.

- Exterior areas with seating will invite residents to socialize and read, as well as facilitate convenient access human services.

- The Mendota Library will feature a Copy Center with at least one black and white photocopier and a FAX machine for public use.

- Library staff in conjunction with the community will develop policies and procedures to ensure equal access to meeting spaces for appropriate functions.

- Develop evaluation methods to determine customer satisfaction.

- Designated library staff will be trained in event scheduling.

- Recruit at least one community volunteer to assist with scheduling duties.

Service *Indicators:*
Number of meetings and events scheduled in meeting spaces
Attendance at meetings, events and programs
Percent of satisfactory or higher rating

Need: Meeting space of various sizes, designed for a variety of purposes, was identified as a need that is important and valued by Mendota residents. Community residents, school district officials and service providers expressed need for space to support tutoring, homework and academic study, small or larger group meetings, interactive workshops, community events, children's activities and reading. There is no facility in the community with a meeting room to host a workshop or event that requires the use of technology and presentation equipment. The Mendota Community Center is available for private parties (fee based), and large community meetings and events free of charge to non-profit organizations. However, the community center does not have the facilities or infrastructure to accommodate interactive workshops, programs and videoconferences which, is an important service need expressed by the community. Mendota City Hall has the largest meeting room in the service area, but is often unavailable for community meetings.

Services and Implementation Plan

Staffing
The library will be staffed by one full time Librarian (40 hours per week), one full time Senior Library Assistant assigned to Literacy Services, one full time Library Assistant, and a Library Aide at 15-20 hours per week to assist with shelving, collection maintenance and possibly computer troubleshooting. Additional support staff from Central Library Departments will be provided for supervision, **Joint Venture** services and program planning and implementation. This level of staffing is consistent with that in similar size branches within the Fresno County Library system. The library is currently undergoing a staffing audit to determine specific staffing levels in relationship to workload measures. These workload measures include circulation counts, in-house use, reader's advisory transactions (RATs), computer use sessions and assistance. This study is scheduled for completion in 2003 and will help determine any changes to the specific staffing levels for the Mendota Neighborhood Library.

The Mendota Unified School District will provide paid Instructional Aides to assist K-12 grade students with homework and provide support for literacy and ESL programs offered through the school district. Staff allocations will be determined by the District based on annual funding.

The Fresno County Library has a well-established volunteer recruitment and training program designed to encourage County residents to assist others in the learning process. Volunteers will be recruited and trained for a variety of duties that will provide opportunities to gain new skills and share their experiences with others. Volunteer services also includes training for work-study students. Publicity and recruitment information is routinely sent to educational institutions and community organizations to promote work-study and volunteer opportunities in the library. The Mendota Library currently has a work study student from West Hills College who provides up to 20 hours per week of assistance. The Library and the Mendota Unified School District will partner to implement a multi-faceted work-study module designed to introduce teens to the library profession. Leadership program components may include but are not limited to job shadowing, computer troubleshooting, and participation on a teen council.

Hours of Service
The Mendota Library is current open 33 hours per week. Public service hours are Monday, 11:00-1:00 and 1:30-7:30; Tuesday and Wednesday, 10:00-1:00 and 2:00-6:00; Thursday, 10:00-1:00 and 2:00-6:00 and Saturday, 10:00-2:00. The public service hours of each Fresno County Library location are reviewed semi-annually and compared with circulation, in-house use and other service patterns. Hours are adjusted as appropriate to meet changing needs.

Detailed Description of Services:

A new Library with space to provide a variety of services is an important quality of life need for Mendota residents. The Mendota Library Service Area is a rural community located some 35 miles west of the Fresno Metropolitan Area. More than 93% of the population is of Hispanic or Latino origin. Immigrants from Mexico and Central America comprise a large segment of the Mendota population. The dominant occupation of community residents is farm or agricultural labor (more than 40%). A large portion of the population live a migrant life style in search of year round employment. Poverty, limited education and English language skills magnify the geographical isolation faced by the majority of Mendota residents. The overwhelming majority of community residents want a multi-purpose library facility that will meet their complex socioeconomic needs. Input from key leaders, school district staff and families, government officials, organizations, and residents enabled library staff to identify the valued and important needs of the community and translate those needs into library services.

Computer Center

Mendota has a high rate of poverty and access to computer technology is limited in the community. The library currently provides four computers which, logged more than 5,000 use sessions during 2001/2002. The new library will provide a computer center with 10 public computers and one staff workstation. Eight (8) additional workstations will be placed throughout the library. Study, conference and meeting areas will be equipped with lap top computer and multimedia presentation capabilities to enhance learning opportunities. All computers will have Internet connectivity and be equipped with a full array of productivity software, including word processing, spreadsheet and/or presentation programs. Links on library web pages will lead patrons to authoritative Internet sites on a broad range of subjects, and to a full accompaniment of subscription databases including *InFoTrac, EBSCO* and *World Book Encyclopedia*. Library staff will provide computer and information literacy classes in English and Spanish for all ages. Classes will include basic to advances skills such as typing, word processing, e-mail and Internet searching. Special attention will be given to guiding Spanish speaking patrons through carefully selected links on the Internet and subscription databases that provide content in Spanish. Computer accessories will include at least one high-speed central networked printer with color print option, scheduling and print management software. The software will enable staff to devote more time to direct customer service through workload reductions in managing computer functions.

Expanded Library Collections

The community placed a high priority on expanding the library collection to meet the varied needs, abilities and interests of the community. The current collection size is 9,563 items to serve a population of 9,712 (less than 1 item per capita). The library's goal is to provide a total collection of 46,000 items to meet the needs of the projected 2020 population of 20,000. The projected collection size will conform to the library's standard of 2.3 items per capita. Circulation increased 17% from 2001 to 2002 and in-house use increased 655%. These indicators suggest a high demand for library materials in the Mendota community. The community needs assessment identified a particular need for Spanish language materials, children's and young adult materials, literacy resources, job and career information, large print and audiovisual formats. The collection will include more than 27,000 children's and young adult items, more than 8,000 multimedia items and over 60 periodicals. Library collections will be arranged on appropriate sized shelving for ease of access and merchandised through attractive displays that will be changed monthly to maintain currency. Trained library staff will assist patrons in identifying and locating library materials in house and through the Fresno County Library's extensive database of resources. Staff will also guide patrons through use of reader's advisory tools such as *Novelist* and *EBSCO host in Espanol.*

Spanish language Collections

The population in Mendota is approximately 93% Hispanic. An estimated 30% of adults do not read or speak English, and more than 70% of Mendota Unified School District students are English learners. High use of the Spanish language collection is evident by a more than 93% overall increase in circulation of these materials from 2001 to 2002. Spanish language collections will be provided for each age group in the community, and will be placed prominently throughout the new library. All signage and directional information will be in both Spanish and English. The adult/young adult Spanish collection will comprise at least 50% of the total adult collection with more than 8,000 items. A variety of print and non-print titles will be selected to meet the varied interests and abilities of Mendota residents. Bilingual library staff will provide assistance and training on use of Spanish language resources. The new facility will enable the library to co-sponsor cultural events with community organizations.

Families Literacy Center

A literacy center with tutoring and conference areas, and literacy resources in many formats is an important need expressed by Mendota residents. A high percentage of adults in the community have very limited English language and reading skills. More than 57% of adults have less than a 9th grade education. In addition, more than 70% of students in the Mendota Unified School District are English learners. Only 37% of district students scored above the 50th percentile on the 2002 Stanford 9 reading test. Literacy is a critical life skill that has a significant impact on employment opportunities, income and overall quality of life. The new library will provide a Family Literacy Center with collections, programs and services for self guided or tutor assisted learning. The literacy collection will include both print and non-print formats that focus on reading and writing English and developing basic math skills. Print resources may include such titles as *English for Spanish Speakers*, *101 American Idioms* and *English on the Job-Ingles en el Trabajo*. Non-print resources may include such offerings as *English for Everyday Activities* (audiotape), Citizenship, a Bilingual Overview of U.S. History and Government (video), and *The New Oxford Picture Dictionary-English/Spanish*. Designated library computers will be equipped with special literacy software including but not limited to titles such as *Smart Start English* and *Word Town Basic English/Spanish Vocabulary.*

The library will partner with the Mendota Unified School District, and the Mendota Community Partners to recruit tutors and inform potential learners about literacy services. Library staff, lead by the Literacy Coordinator, will provide tutor training and learner orientation. The Literacy Center will be staffed by a library paraprofessional at least 20 hours per week with addition hours of assistance by volunteers. Tutors, library staff and volunteers will help residents of all ages meet their literacy goals.

Literacy Outreach services will be provided to children and adults through Fresno County Library mobile literacy unit, "Aprendo Van." The Aprendo Van will enable the library to bring literacy services to those who are unable to visit the Family Literacy Center at the Mendota Library. Trained bilingual staff will introduce residents to library and literacy services during visits to schools and future stops at migrant housing complexes and unincorporated areas surrounding the City of Mendota. Literacy and other library materials including books, audiotapes, video recordings, and specialized computer software will be available on the literacy unit for patrons to browse and/or borrow.

Homework Center

The Mendota Library is very popular among the student population. Library use by students comprises at least 60% of total use as shown by such indicators as circulation, computer use, in-house use and program data. Community leaders and parents want the library to empower students with tools for success by providing a supportive environment and more resources that meet their academic needs. The new library will provide dedicated study space and library computers to meet the homework and research needs of all students and the specific need of students in grades K-12. A core collection of formal education support materials that conform to California K-12 content standards will be provided. Subject areas will include such high demand items as California Missions, California Indians and States. The Mendota Unified School District will provide authorized textbooks for in-house use by District students. Real-time homework assistance through an electronic subscription service will be available on designated library computers. Students may also submit an electronic reference request to the Central Library through the library's web page. Students will have access to age and grade level appropriate homework sites through the library web pages specifically designed for children and teens. The web sites are reviewed by librarians and updated monthly. Library staff will develop pathfinders and other tools to guide students through use of print and electronic resources.

Trained staff assigned to the Mendota Library, Instructional Aides paid by the school district, and community volunteers will assist K-12 students with homework and study needs. Computer skills and information literacy classes, taught by library staff, will be offered to students and the community at large. Adult students will have access to study space, volunteer tutor assistance, and a wide array of reference resources in both print and electronic formats to meet their academic needs. Library staff will guide adult students through use of in-house resources, and provide referrals to the Central Library for resources, which are not available locally.

Resources and Programs for Children and Young Adults
More than one-third of Mendota's population is under 20 years of age. At least 60% of Mendota library users are children and teens. Circulation and in-house use of library resources increased 17% and 655% respectively as a result of high demand by children and teens. Mendota leaders and residents placed a high priority on services for children and teens to provide additional educational opportunities and a positive environment for recreational and social activities. The new library will offer designated spaces for children and teens. Age and content appropriate library materials in many formats will meet the academic, recreational and co-curricular interests of children, young adults, parents, caregivers and school staff. The collection will also include materials that focus on the needs of children with physical and developmental disabilities. Library staff will provide guidance in use of the library's electronic resources including the library catalog, children's and teen web pages.

Computers, listening stations and comfortable seating will provide an inviting, neutral, environment for youth to study, meet, read or just "hang out". The Children's area will offer ample space for enrichment programs such as preschool story times, a valued need expressed by parents, school staff, and community youth advocates. The Mendota Library will participate in the County library's annual summer reading initiative for children and young adults. The reading program, designed to promote skills development, literacy and reading as a recreational activity, will provide paid performances, prizes and other incentives that encourage children to read throughout the summer. The library will partner with Westside Youth and other community organizations to offer weekly programs in the library from June-August of each year.

Career Center
The average unemployment rate in Mendota was more than 35% in 2000, and the per capita income was less than $9,000. High unemployment and low income can be attributed to the seasonal nature of work in the area's predominate industry (agriculture), coupled with few employment options for a largely unskilled labor force. The need for Mendota residents to find work in industries other than agriculture is underscored by the proposed retirement of productive agricultural land in the area. Community leaders and residents identified a critical need for resources and training that will assist residents in finding sustainable employment and exploring diverse career options.

A bilingual collection related to jobs and careers will be developed and maintained in the new library. Materials in both print and non-print formats will reflect the varied skill and ability levels of residents. High School Equivalency, GED and sample test books for a variety of jobs will be included in the collection. Audiovisual formats will be purchased to enhance learning, especially for residents with limited literacy skills.

Computer resources will guide residents through skill and interest assessment, job training requirements, and job search strategies. Trained library staff will provide computer literacy classes and instruction in use of productivity software to help residents gain new skills required

for jobs in the modern work place. Basic to advanced computer skills will be taught including, keyboarding, word processing, e-mail and basic Internet, and resume preparation.
All instruction will be conducted in both English and Spanish. Materials on college and career choices for teens will be provided as well as outreach programs designed to introduce young adults and their parents to college and vocational school requirements and financial aide opportunities.

The library will provide career exploration opportunities for teens through work/study and other **Joint Venture** services developed with the Mendota Unified School District, and Economic Opportunity Commission (EOC) summer youth programs. Local community college students will also be recruited to explore the library profession as a potential career choice through work/study opportunities.

The Fresno County Library will collaborate with other agencies in the community to provide Mendota residents with job and career services. The library has established a collaborative relationship with the Fresno County Workforce Investment Board, Workforce-Connection and the One-Stop Employment Center in Fresno to become a funded partner for employment services during fiscal year 2002-2003 and beyond. The Workforce Investment Board coordinates and funds the job and career services activities of 16 different Fresno County organizations with 200 million dollars received through the Workforce Investment Act. Workforce agencies provide career services to youth, low-income adults and displaced workers. John Kallenberg, County Librarian and Bernice Kao, Job/Career Specialist Librarian, met in early February 2003 to discuss a partnership between Workforce and the library that would provide job services and resources at library sites. Service options will include training in job search strategies taught by Mrs. Kao and conference space at library sites for career counselors and employers to meet with job seekers. Funding will also be available for library materials, including computer software. The library will also partner with employment service agencies in Mendota such as Proteus and Workforce Connection to offer work experience and career exploration opportunities to adult residents.

As a 2003 Urban Libraries Executive Leadership Fellow (ELI), the librarian supervisor for the Mendota service area and west county libraries will be involved in building broad based community partnerships with government, education, and business leaders throughout western Fresno County to address employment and business development issues resulting from proposed agricultural land retirement. Building strategic partnerships and designing a plan of service that will specifically respond to job, career and business development needs of western Fresno County residents are the goals of Fresno County Library's ELI Project.

Community Gathering Place (Commons)
Mendota residents identified a need for building elements that reflect the culture and vision of the community and lend themselves to social interaction, cultural events and access to service providers. Local meeting space is limited to a small City Hall conference room or the high school cafeteria when available. The Mendota Community Center provides space for private events (fee based) or use by non-profit organizations free of charge. However, the facility does not have the capacity to integrate technology and presentation devices for use in workshops, programs, classes and meetings. Community parks currently provides the only public space for residents to meet and socialize outdoors. The new library will provide a multi-purpose meeting room to accommodate community events, programs, and workshops or group meetings.
A patio will extend the meeting room for large or evening events. The meeting room will have multimedia presentation and videoconference capabilities to facilitate remote access to workshops, conferences, classes, and cultural programs.

Conference/study rooms will accommodate study groups, one-on-one tutoring or meetings with service providers. Library staff and volunteer assistants will schedule use of meeting facilities to assure equal access to eligible residents and organizations. A copy center in the library will provide photocopy and FAX services. The new library will provide ample space to post flyers and community information and to display brochures from community organizations. An exterior plaza with seating will invite community residents to interact with friends and family and provide joint access to County medical and library services.

Services for Seniors
The needs assessment demonstrated that the senior population is under served in Mendota. Large print books are very popular among Mendota seniors. The large print collection in the current library is limited to 3 shelves of books that rotate every 2 months to provide fresh selections. Mendota seniors and other community members are interested in preserving the history and culture of the community dating back to the indigenous Yokut Indian Tribes. The new library will provide ample shelving for a permanent collection of large print books, and space for local history books and ephemera. Library staff currently offers a basic computer literacy class for seniors in Mendota. The class is very popular and there is a waiting list for service. The new facility with a Computer Center will enable the library to expand services to include e-mail, Internet searching and other areas of interest.. A Quiet Room away from high traffic areas will provide a space for seniors and other residents to read periodicals or browse new materials. The library will partner with the Mendota Senior Center to offer programs on local history and other topics of interest to local seniors as well as volunteer opportunities in the library.

Access for the Disabled
Residents of Mendota want a library facility and services that are accessible to all members of the community. The entrance to the existing library is too narrow for wheel chair access. Patrons who use a wheel chair are currently served from in front of the library building which, limits access to library resources and undermines the dignity of our valued patrons. All physical aspects and furnishing of the new Mendota Library will meet or exceed Americans with Disabilities Act (ADA) standards, including entrance and exits, aisle space, restrooms, and public service and seating areas.

Fresno County Library offers a variety of services to patrons countywide with visual and physical disabilities through the Talking Book Library for the Blind (TBLB). TBLB is a sub-regional library of the National Library Service for the Blind and Physically Handicapped (NLS) and provides both mail and in-person talking book services to residents of Fresno, Kings, Madera and Tulare counties. TBLB's collection includes specially formatted audio books, talking book machines, and Braille books and magazines. In addition TBLB offers free subscription services to 50 local, State and national newspapers through Fresno Access News. Deaf residents may access the library through the California Relay Service (CRS). Assisted Listening Systems are available for Neighborhood libraries to borrow as needed to serve patrons with hearing impairments. A sign language interpreter is provided by Fresno County Library upon request for library programs and events.

Joint Venture Services

This area will enable the library to expand its services to K-12 students through collaborative activities with the Mendota Unified School District. The Library and District partnership will extend formal learning beyond the school campus and create additional opportunities for learning enrichment as defined during the community needs assessment. **Joint Venture** service needs identified with the District include:

- Study and tutoring areas in the library
- Computers equipped with Internet and productivity software
- Internet links to appropriate age and grade level homework sites
- Subscription databases to facilitate research
- Classes in computer and Information literacy
- Tutors in reading, math and literacy
- Homework collection, including K-12 textbooks
- Tutors for homework and study
- College and career collection and workshops
- Career exploration opportunities for students
- Improved communication between library and school staff to better serve students
- Remote access to school and library databases
- School and library staff in-service training
- Enrichment and life long learning opportunities
    - Fine Arts enrichment program offered by the school district at the library
    - Outreach to kindergarten, teen and adult students
    - Parent education classes

The **Joint Venture** activities realized during the Mendota Community Needs Assessment focus on enhancing and extending the District's academic and support programs to meet educational and lifelong learning goals of District students and families. Specific **Joint Venture** services developed during the community needs assessment include the following:

A Computer Center for all ages will house eleven (11) computers with filtered Internet access, electronic resources, subscription databases, and links to age and content appropriate web sites that support homework needs, research, and the co-curricular interests of students and staff. Computers will be designated for homework use during peak afterschool hours and on weekends. Children's and Teen Library homepages arrange homework help sites by grade levels and California contents standards. Website selectors exercise effective selection criteria to offer the most substantive and authoritative sites to assist students in meeting their information needs. Subscription based electronic resources for students in grades 3-12 will be offered through the library. Full-text magazine and newspaper articles suitable for the research and report writing needs of students and professional journals for teachers and library media staff will be provided. World Book encyclopedia online will be accessible at the library with remote access from school computers for students, staff and residents who have library cards. A homework help subscription database such as *tutor.com or Plato* will be provided on designated computers in the library.

A variety of computer and information literacy classes will be offered to District students, staff, parents and caregivers, and the general public. Classes will be taught by experienced librarians and paraprofessionals and offered in English and Spanish. Outreach services to school students and staff will include formal information literacy training conducted by youth librarians. Elementary and high school classes will be invited to the library for an introduction to the Fresno County Library's children's and teen homepages, with special emphasis/education on homework sites and library provided electronic resources. Computer skills will also be taught including introductory to advance skill levels. The library and district will recruit volunteers to assist students and adults with computer use.

A Family Literacy Center will provide designated spaces in the library for one-on-one tutoring, small group instruction and theme based family learning activities targeting K-12 students, families and caregivers. Literacy tutoring and conference rooms will have lap top computer capability, listening stations, and multi-media presentation tools to enhance learning. An ESL/ literacy collection will include print and non-print formats for independent and tutor assisted study. Materials and services will focus on reading and writing English and developing lifelong learning skills. Print materials may include, *Spanish Speakers* with answer key, *English for the Spanish Speaker* (book and cassette) and *Longman Basic Dictionary of American English*. Non-print materials may include, *The New Oxford picture Dictionary-English/Spanish* (computer software), *From home to School-Stories and Activities for Parents* (audiotapes and workbooks) and *Word Town Basic English/Spanish* (video).

Services will include designated computers with specialized literacy software, and listening stations. Tutors for K-12 students (provided by district staff), and special programs for students and families will be provided. The Fresno County Library Literacy Coordinator will offer one in-service or program per month for school staff and students and at least one family event per year. The District and Library will jointly recruit volunteer tutors to instruct student and adult learners. Library staff will provide tutor training, and staff the center with help from volunteers. Materials, services and programs will respond to the service needs of students enrolled in school district literacy/reading support programs and the general needs of the community at large.

Literacy outreach services to preschoolers, kindergarten students and migrant families will be provided through a specially equipped mobile services unit, the Aprendo Van. The AprendoVan allows the library to bring literacy services to those who are unable to visit the Family Literacy Center at the Mendota Library. The primary goal of the program is to assist parents and caregivers in preparing their children, age 0-5 to succeed in school. The programs secondary goal is to promote family literacy by introducing residents to the resources, services and programs available locally and how to gain access to services. Aprendo Van staff, fluent in English and Spanish, will visit preschool, kindergarten and adult migrant/immigrant classes to promote early literacy, learning and parenting skills. A library program such as storytime, active play or science activities will be offered during each visit. District parents and caregivers will be invited to register for a library card and borrow age appropriate toys and pre-packaged "learning boxes" to share with their children. The learning materials will also be available for teachers to use in the classroom setting. The Aprendo Van collection will include bilingual books, videos, and learning software preloaded on two lap top computers. Literacy Outreach Services will offer at least two family events per year that will include storytimes, crafts and related activities in conjunction with the district's Saturday School for migrant and immigrant families.

A Homework Center will offer a supportive environment for students to study, complete homework assignments and perform research. District paid staff and community volunteers will be available during library hours to assist students with homework needs. County Youth Services Librarians in consultation with District staff will purchase a homework collection that conforms to California grade and contents standards, and address the range of interests and abilities of District K-12 students. High demand print materials related to homework assignments such as California Missions, California Indians, and States will be available in sufficient quantities for in-house use. Textbooks for in house use by students will be provided by the District and included in the homework collection. Subject and genre-related booklists for preschool through grade 12 created by Fresno County Youth Librarians will be developed and kept current. Pathfinders for children and teens directing them to the library's wide offering of relevant print and non-print materials will further assist students with homework and study requirements. Youth Librarians will provide information literacy classes on library resources specific to the needs of students and school staff.

Designated library computers will be reserved for homework use during peak after school hours and on weekends. Subscription based electronic resources for students in grades 3-12 will offer full-text magazine and newspaper articles suitable for research and reports. Teachers will have access to professional journals online, and support materials such as bibliographies and pathfinders will be developed. Students will have access to a real-time homework assistance and tutoring service such as *tutor.com or Plato* through library computers. Library staff will also provide instruction on homework help web sites and other resources. The homework center will support specific needs of K-12 students, and include resources to support the general needs of all students.

A Career Center will focus on services for career and job skills development in addition to life-long learning for all ages. Resources on job and career choices, vocational and post-secondary education will be developed and maintained. Civil service and college entry test books will be included in the career resource collection. Classes and workshops for 7th-12th grade students and families will be provided on topics such as interest assessment, resume preparation, job search techniques and interview skills. The library will partner with the school district and the GEARUP college awareness program through California State University Fresno, to offer workshops on preparation for college, entrance requirements and financial aide opportunities. The workshops will be designed to assist students and their parents in pursuing higher education. The library will maintain copies of the Free Application for Student Financial Assistance (FASFA) forms and provide computers so those students can apply on line if they prefer.

The library will provide Mendota Unified School District students participating in district "Leadership Camps" with career exploration opportunities through library work/study assignments coordinated by the District and library. The multi-faceted work/study module, will introduce students to the library profession. Areas may include but are not limited to job shadowing, computer troubleshooting and participation on a library teen council to assist staff in needs assessment, program planning and implementation for young adults.

Shared Electronics/Telecommunications services will include design and implementation of a training module, *Library Ambassador Program,* for Mendota teachers and support staff on library services available to District children and families. The training module be conducted by experienced Youth Services Librarians and will include an introduction to the services and resources of the public library and how to enhance the educational experience of students through use of library resources. Training topics will include but are not limited to the library electronic catalog and web pages, non-print and electronic resources and *Great Reads* for the K-6 audience and how to present them to students. Informational resources for students in a variety of formats and instruction in essential research skills that foster information literacy will be presented. District resource staff will provide library staff with information and training on K-12 curriculum, resources and programs. In addition, students will have remote access to school and public library resources through links on each party's web page.

School/Community Learning Enrichment
The County Library and District will collaborate to provide educational and cultural programs designed to enrich the learning experience of students, families and the community. A Fine Arts Program for K-6 grade students featuring instruction in art, music, and drama will be conducted by District staff at the library with support by youth librarians. Approximately 20 students per session in grades K-6 will spend five days during the academic year involved in visual and performing arts activities. District teachers will provide instruction with participation from County Youth Librarians. Related library resources, training and programming will be provided. District students will display their talents as part of summer reading program activities. The school district will provide County library staff with one inservice training per year on musical string instruments to enhance children's programming activities.

County Youth Librarians will schedule classroom visits the district's jr. high and high schools as part of Young Adult Outreach. Students will be introduced to the public library, its services and the teen web page. Book talks on new and interesting titles will be presented. Students will have an opportunity to ask questions and provide in-put about their service needs.

Parent Education classes will meet additional life long learning needs expressed by the district and community.   The County library in conjunction with other community agencies such as Fresno County Human Services will offer a series of parenting workshops with flexible times to accommodate working parents. The workshops will be designed as multiple week courses to be held in the library meeting facility. Topics such as Parenting the Adolescent, Parent/Child Communication, Drugs, Alcohol and Children, and Helping your Child with Homework, and Parenting the Disabled Child will be presented. Workshops will be presented to address the special needs of teen parents. The Library's Youth Service Department has developed a countywide Teen Parents Outreach Program with special services and resources for this target group. Bilingual resources in print and non-print formats will be featured at each workshop.

Jurisdiction-wide Service Responses

Fresno County Public Library exists to serve the needs of Fresno County residents of all ages. From time to time, we re-evaluate our responsibilities to our patrons and rededicate ourselves to these commitments. In 2000-2001 Fresno County Library engaged in a thorough evaluation process to assess the library's role in the community and the service responses it would meet during the next three years. The following are priority areas and goals that the library determined would help it to carry out its mission. As a branch of the Fresno County Library, the Mendota Neighborhood Library will share the mission and goals of the Fresno Library.

Fresno County Library Long Range Goals and Objectives for 2000-2003						
Formal Learning	Business and Career Information	General Information	Current Topics and Titles	Lifelong Learning	Basic Literacy	Overall Objectives

Formal Learning

GOAL #1: County Residents who are students participating in formal learning programs will have available to them resources in relevant formats.

Objectives
1. During each fiscal year in this plan, at least five percent of the users of Fresno County computer labs will attend a program on formal education support.
2. At least three electronic subscription databases will be available in all libraries and from home-to-library cardholders to supplement school resources and support basic research needs of students K-12 and beyond.
3. Basic reference materials to supplement vocational and academic programs for adults will be available at Central and regional libraries.
4. A core list of current adult and children's printed reference materials to supplement K-12 programs will be available for in-library use in all branches.
5. Staff skilled in and responsible for services to youth will be provided in 25% of all branches.
6. School Technology Liaison position will be filled to foster collaboration with schools in public library role development, resource sharing, and educational opportunities.
7. At least 15 training sessions on the effective use and application of resources will be provided annually for staff, teachers, parents, and students.
8. Twenty-five percent of children's and young adult funds will be allocated for the acquisition of curriculum support resources in print and electronic form.
9. On a monthly basis, Adult Resource Materials Selectors will submit orders to the Selection Committee on a broad range of titles, subjects, and in various formats to support formal learning programs.
10. Service areas of all existing sites will be evaluated annually, appropriate locales or branches will be determined, and service hours will be scheduled to correspond to community needs.

GOAL #2: County residents of all ages will have available to them assistance through staff, resources, and technology for the selection of reading materials.

Objectives
1. One reader's advisory subscription service and selected Internet links will assist readers of all ages in libraries and from home to select reading materials and will supply patrons with new authors and titles to fulfil their recreational needs.
2. "Find That Book," an introductory class on using electronic reader's advisory materials, will be offered to interested residents.
3. Youth Services staff will develop resources to assist patrons in selecting materials of interest.
4. Library staff will attend continuing educational courses to ensure their familiarity with a wide variety of tools and resources to assist residents in researching and acquiring popular materials to meet their needs.

Business and Career Information

GOAL #1: County residents will have information needed to make career choices, to obtain employment, and to operate businesses.

Objectives
1. Selected links to employment, career, and small business Internet sites will be highlighted on library Web pages and readily available to in-library and home users.
2. Businesspersons will be able to access within libraries an electronic subscription service to facilitate development of sales leads, mailing lists, and investigation of competitors.
3. Career Centers for young adults will be developed in 20% of the branches.
4. Young Adult selection will devote 5% to the purchase of career materials for support centers.
5. Young Adult staff will pursue invitations to Career Fairs for youth.
6. A structured volunteer module program for school community service requirement for teens will be developed.
7. On a monthly basis, the Business Librarian will submit orders for specific materials in this area.
8. With other local, regional, state, and national resources to facilitate career choices and business opportunities the library has hired a Job Services Librarian to assist patrons with all facets of their career, including but not limited to resume assistance, job searching, and training opportunities. This position will also coordinate efforts.
9. The Job Services Librarian will develop and establish a Jobs Information Career Center for replication at Library branches through the county.

GOAL #2: County residents will have information needed for personal finance and investing.
Objectives
1. Selected Internet page links to investment sites will be available to in-library and home users on library Web pages and printed stock guides, and subscription services will be available to users at the Central Library.
2. On a monthly basis, the Business Librarian will submit orders for specific materials in this area.

General Information

GOAL #1: County residents of all ages will have convenient access to current and authoritative information resources in varied formats to meet their diverse information needs.

Objectives

1. Current human service information will be available to county residents in printed directories at all library branches and electronically to in-library and home users.
2. Selected authoritative Internet resources on frequently requested topics, such as government, news, education, and information, will be featured on library Web pages and made available to in-library and home users.
3. Children's and Young Adult selection committees will devote 10% of their budget to the selection of a variety of informational materials in all formats and relevant languages.
4. The children's and teen Web sites will be updated monthly with consideration for Web sites to meet the general interest needs of these users.
5. On a monthly basis, Adult Materials Resource Selectors selections will be made for a broad range of topics and will include materials in multiple languages and formats to meet our diverse ethnic population.

GOAL #2: County residents of all ages will have convenient access to skilled, professional assistance in answering questions and locating appropriate resources to meet their diverse information needs.

Objectives

1. Accurate and timely answers to questions and assistance with research will be available in all library branches via telephone, e-mail, and U.S. mail.
2. Competent staff will be recruited and selected for each vacant position at adequate levels and according to the annual budget to compliment community and metropolitan service needs.
3. Educational and workshop courses designed to optimize the services provided by the library will be offered to library staff on a quarterly basis to ensure the highest possible level of service to meet and exceed patron expectations.

Current Topics and Titles

GOAL #1: County residents of all ages will have available to them popular titles and material on current topics in a variety of formats and languages that reflect the popular demand of the community served by each branch.

Objectives

1. The Children's and Young Adult selection committees will devote 45% of their budgets to the selection of popular materials in a variety of formats and languages (music CDs, videos, books-on-tape and CDs, electronic formats, periodicals, read-alongs, hardbound and paperback books).
2. The children's and teen Web sites will be updated monthly with consideration for Web sites to meet the recreational and popular interest needs of these users.
3. Programs will be designed and implemented according to the Children's and Young Adult Plans of Service to meet the recreational and popular interest needs of these users.

GOAL #2: County residents of all ages will have available to them assistance through staff, resources, and technology for the selection of reading materials.

Objectives
1. By 2001, one library (Sanger) will create a unique environment to promote bookstore browsing and leisure reading, and thus increase in-house use by 20%.
2. By 2003, three new libraries (Caruthers, Woodward, Kerman) will be opened, and one library (Laton) renovated; and these shall be furnished to allow for effective merchandising and to provide a pleasant atmosphere.
3. One reader's advisory subscription service and selected Internet links will assist readers of all ages in libraries and from home to select reading materials and will supply patrons with new authors and titles to fulfil their recreational needs.
4. "Find That Book," an introductory class on using electronic reader's advisory materials, will be offered to interested residents.
5. Youth Services staff will develop resources to assist patrons in selecting materials of interest.
6. Library staff will attend continuing educational courses to ensure their familiarity with a wide variety of tools and resources to assist residents in researching and acquiring popular materials to meet their needs.

Lifelong Learning

GOAL #1: County residents will have available to them an extensive, accessible, organized collection of materials on a wide variety of topics that support lifelong learning for self-directed personal growth and development opportunities.

Objectives
1. Children's and Young Adult selection committees will devote 10% of their budget to the selection of a variety of materials, in all formats and relevant languages that will foster personal growth and independent lifelong learning.
2. On a monthly basis, Adult Resource Materials Selectors will submit orders to the Selection Committee on a broad range of subjects and in various formats to support lifelong learning.

GOAL #2: County residents will have available to them lifelong learning services to explore a wide range of topics through group, self-paced, and individualized programs.

Objectives
1. Small group classes as a lifelong learning service at Central and Sunnyside computer labs will present introductory classes for interested residents of all ages in use of the Internet and other library electronic resources, e-mail, and word processing.
2. Three programs per year on local history topics will cultivate interest and appreciation for Fresno and Valley history and communities.
3. Programs will be designed and implemented according to the Children's and Young Adult Plans of Service to foster lifelong learning activities of youth.
4. Services to Seniors Librarian will promote the use of library materials and services by older adults.
5. The library will explore additional options for providing services to undeserved populations.
6. The library will develop and promote informative adult programs to be held at various library branches to facilitate learning on a wide range of topics.

Basic Literacy

GOAL #1: County residents who are adults will have available to them learning environments, specialized materials, and access to trained volunteer tutors to help them reach their personal literacy goals.

Objectives
1. Introductory typing course software will be available for individual practice at all library branches.
2. Adult Literacy Coordinator will recruit, train, and match 60 new tutors annually.
3. Adult Literacy Coordinator will recruit, access and match 60 new learners annually.
4. Seventy-five percent of adult learners enrolled in the library's Literacy Program will obtain or reach their personal literacy goals.

GOAL #2: County residents will have available to them resources in a variety of formats and programs to promote and support family literacy.

Objectives
1. Children's selection committee will devote 10% of their budget to the selection of materials in support of basic literacy efforts.
2. Programs will be developed, implemented and maintained that foster basic literacy among children and families.
3. Youth Services staff will select materials in support of the Families for Literacy Grant.
4. Youth Services staff will provide programs and will train literacy staff in creating and implementing programs in support of the Families for Literacy Grant.
5. On a monthly basis, Adult Literacy Coordinator will submit orders for materials supporting the Literacy Program and Family Literacy.
6. Adult Literacy Coordinator will establish literacy materials collections in all branches.

Overall Objectives

The following objectives apply to all areas.
1. Library materials not available through the county library collections will be delivered via inter-library loan.
2. Eighty percent of all materials will be acquired, catalogued, processed, and repaired within 30 days and 100% within 60 days.
3. All workstations will be acquired and delivered staged for use.
4. All workstations will be maintained in a readiness for use condition, with an up time of 95% and a response time of 80% in three days and 100% in seven days.
5. Public relations support will be provided with news releases delivered to support all library activities.
6. The Business Services Division (BSD) provides a full range of support to library staff in the areas of Personnel, Finance and Accounting, Printing and Duplicating, Maintenance, General Business, and Planned Giving. As such, BSD will:
   - Seek new means, such as the forthcoming library Intranet, to make information more readily available to library staff.
   - Continue to strive to train and educate staff on those aspects of the county's financial and accounting services with which they must be familiar, and to provide them with timely and accurate fiscal, financial, and accounting information they need to carry out their goals.

- Continue to make every effort to deliver print services in accordance with established lead time guidelines, and continue to respond to supply needs as they change in furtherance of library objectives.
- Continue to strive to provide facilities that are clean and comfortable for staff and patrons, and continue to address deferred maintenance through a combination of staff work and contractual arrangements, and to respond to changing circumstances as they occur.
- Continue to provide contract development consultation and advice to library staff, lease negotiations, liaison with other county departments and the commercial sector.
- Initiate a Planned Giving Program that will involve library staff in the creation of the library's "vision" as a charitable entity to which donors will want to make planned gifts through various planned giving arrangements, such as wills, charitable remainder trusts, and charitable lead trusts.

Youth Services Mission and Long-Range Plan

Youth Services Division within the library mission will focus on the diverse needs of all youth from birth through age 18 and those that care for and work with them, and it will do so in a respectful and welcoming atmosphere.

Young Adult Services Department recognizes that young adults (ages 12-18) represent a significant group, and the department will strive to meet their varied needs through a proactive service response which supports healthy youth development.

Formal Learning:
Objectives
1. Provide skilled youth staff to facilitate the use of resources.
2. Provide training for staff and students on the effective use of resources.
3. Allocate funds for the acquisition of curriculum support resources.
4. Provide technology access for homework and research in new and existing youth spaces.

Young Adult Services Long-Range Plans
1. Develop timely and relevant young adult collections in all Fresno County libraries.
2. Hire skilled young adult librarian to facilitate the use of resources.
3. Introduce new training components on young adult service for all professional and paraprofessional staff.
4. Pursue formal learning instruction opportunities for teachers and students within and outside the public library facility.
5. Develop and implement literature-based programs, which promote and encourage reading and library use.
6. Create new and expand existing avenues of library access and services beyond the physical library walls.
7. Expand outreach programs to local schools.
8. Promote youth involvement in collection development and programming through the increase of teen councils.
9. Develop cooperative programming with local agencies that serve young adults.
10. Provide meaningful and relevant volunteer program for young adults to meet the community service graduation requirement and offer the development of marketable skills.
11. Expand and promote technology access for homework, research, and recreational use.

Young Adult Programming Goals:

The programming plan of service to teens, young adults and families sets goals for the number and types of programs to be offered in each Fresno County Library based on the library's tiered service structure approach. The goals for neighborhood branches include one or two programs per 10-week programming session or one program and one high school connection. High school connections include participation in high school outreach program, as well as additional school visit opportunities and class visits to the library. At the neighborhood branch level, the Young Adult Services Coordinator and other Young Adult Librarians provide the high school outreach service.

Library Materials Selection Policy

The mission of the Fresno County Public Library is to select, organize, preserve, and to make freely and easily available to the people of the community, reading, viewing and listening materials for information, entertainment, and pleasure. We reach out to offer the record of humanity's thoughts and interpretations of the world around us.

I.   Responsibility for material selection
     A. Responsibility for initial selection of adult, young adult, and children's materials rests with professional staff members. Suggestions from library users are always welcome and are given serious consideration.
     B. The final responsibility for materials selection rests with the County Librarian.

II. Criteria for selection
Each acquisition, whether purchased or donated, is considered in terms of the following standards. Clearly, however, an item need not meet all of the criteria in order to be acceptable. In general, materials, which are produced primarily in advocacy of a specific group, are not added.
     A. General criteria:
- Insight into human and social conditions.
- Suitability of subject and style for intended audiences.
- Present and potential relevance to community needs and interests.
- Contemporary significance or permanent value.
- Relation to existing collection.
- Attention of critics, reviewers and public.
- Scarcity of information in subject area.
- Availability of material elsewhere in the community. (Holdings of specialized libraries within this community are considered in developing the library's collection.)
- Price and format.
     B. Specific criteria for the evaluation of works of information and opinion:
- Authority.
- Comprehensiveness and depth of treatment.
- Clarity, accuracy and logic of presentation.
     C. Specific criteria for the evaluation of works of imagination:
- Representation of significant literary or social trends.
- Vitality and originality.
- Artistic presentation and experimentation.
- Authenticity of historical, regional, or social setting.
Because the library must serve as a resource for the individual to examine issues freely and make his/her own decisions, the collection must contain the various positions expressed on important, complicated, or controversial questions, including unpopular and unorthodox positions.

San Joaquin Valley Library System
Fresno County Library is a member of the San Joaquin Valley Library System and a member of Heartland Regional Library Network and participates in their goals and objectives.

Fresno County Public Library is a member of the San Joaquin Valley Library System (SJVLS), a consortium of nine public library jurisdictions across six counties in California's Central Valley. The system's mission is to assist member libraries to enhance service to their public through cooperation, resource sharing, technology and networking. Library automation support through SJVLS provides access to a shared online catalog and has expanded over the years to include Internet access, Web site hosting, e-mail services, Internet filtering, print management, group hardware and software license purchases and management of a sophisticated wide area network. More information about SJVLS is provided in the Technology Plan.

Heartland Regional Library Network
Fresno County Library is a member of the Heartland Regional Library Network. Heartland is a network of public, academic, school and special libraries in Mariposa, Madera, Fresno, Tulare, Kings, and Kern Counties which have joined together to facilitate cooperation and to enhance the sharing of resources among its members, thereby effectively meeting the information needs of the region. Services provided to Heartland members include access to the Heartland Virtual Catalog, an intraregional delivery system, an online membership directory, an e-mail discussion group, *News and Clues* online newsletter, access to InfoPeople workshops and other training, and an online calendar of Events and Training. Heartland also provides member libraries reference assistance through SJVLS, access to the **AMIGOS Library System** and **OCLC First Search**, **World Book Online Encyclopedia**, Global Version, including **Spanish Student Discovery Encyclopedia Online**, and remote access.

As a regional network of the Library of California (LoC), Heartland, like other regional networks, is facing an uncertain financial future. At the March 4, 2003, Heartland Board Meeting, Executive Director Jo Ellen Misakian reported on the Regional Contact Meeting on February 17, where regions expressed their intent to continue operating at whatever level is possible. Most are seeking other funding to provide service to the members. The Library of California board meeting was held on February 18-19 in Sacramento. The LOC Board voted to support the regions by attempting to keep the loc. Act from being repealed. It is also requesting that funding continue for at least the 2002-03 year level. Mary Ellen Tyckoson, Manager of San Joaquin Valley Library System, expressed the desire of SJVLS to help the region continue to provide service to members despite drastic cuts in their own funding.

Technology Plan
Executive Summary

The Fresno County Library integrates technology into its Plan of Service to provide improved and expanded services for library users and to empower library staff to do a better job of serving those users. This portion of the *Fresno County Library Plan of Service, Mendota Neighborhood Library* describes how information technology has been integrated into virtually every aspect of this new facility, including its design, collections, services and programs in pursuit of these goals.

The *Fresno County Library Plan of Service, Mendota Neighborhood Library* integrates technology to expand the scope, depth and reach of the Library's resources and services beyond those available within the walls of a single library branch. Guidance and instruction in using these resources and services will enhance their value to Mendota residents. The delivery of these resources and services is undergirded by the resources and expertise of the San Joaquin Valley Library System (SJVLS), a dedicated technical support staff, a strong staff training program, membership in the Heartland Regional Library Network and staff specialists in areas such as job/career, literacy, genealogy, electronic resources, web design and children/young adult services.

The existing Mendota Library is operating from a 960 square-foot facility with a total of 4 public access computers and 1 staff computer. Severe space and technology limitations restrict the Library's ability to support community priorities identified in the Needs Assessment.

The proposed facility will increase the size of the library more than twelve-fold and provide a total of 19 public access computers, 8 staff computers, multiple stations for accessing audio-visual materials, and videoconferencing and presentation equipment for use in group meeting areas. All areas of the Library will be wired with conveniently located electrical and data lines to facilitate the relocation of furniture and shelving, and to allow for utilization of laptop computers or telecommunication devices which may be available in the future. A raised floor system will allow for ease of access to data and phone lines. The use of a wireless computer system will be investigated during the library design process. Audio-visual areas and equipment will be integrated into the new facility to provide library patrons with access to a variety of audio-visual collections such as audio and video cassettes, compact discs, CD-ROMs, DVDs and other emerging audio-visual formats.

The Mendota Unified School District and the Library have entered into a **Joint Venture** Agreement to support formalized learning activities in grades K-12. Through the agreement, the Library will be able to help the Mendota Unified School District meet the goals it has set out for its students and teachers in its own technology plan. In support of this agreement, the Library will use technology to implement a Computer Center, Homework Center, Career Center, Shared Electronic Telecommunications and a Family Literacy Center.

The Computer Center will consist of 11 public access computers appropriate for individual use or classroom instruction in a variety of computer and information literacy courses. Audio-visual equipment appropriate for instruction will be included in the design of this room. This technology will not only support formal learning activities by students, but it will be available for use by Mendota residents of all ages to provide them with greater access to computers and training in their use.

In response to the community's request for homework assistance and tutoring after school hours and on the weekends, the Library will dedicate at least 2 computers for student homework needs during specific hours of the day with additional computers reserved for this purpose as needed. Besides one-on-one assistance from library staff and volunteers, students using the Homework Center will have access to an online subscription-based service for real-time homework and tutorial assistance. The Library will use technology to respond to the need for expanded collections to support homework assignments by providing access to a variety of general reference databases and electronic resources in English and Spanish, as well as specialized Children and Teen home pages with homework help links arranged by grade-level and California content standards.

In a community with low literacy rates and limited English proficiency, the Library will use technology to ensure Mendota residents of all ages have available to them resources and services to help them reach their personal literacy goals. The new Mendota Library will include a full-service Family Literacy Center for all ages with a dedicated public access computer workstation with specialized literacy software, an audio-visual listening station and presentation equipment for small group instruction. A mobile services unit will provide literacy outreach services to the Mendota community and include onboard computer access with specialized learning software.

Mendota residents have a great need for services and resources to help them with employment, and career options. Library users will have access to business information databases and selected links to employment, career, business and financial aid sites on the Internet. The Computer Center, as well as the Conference Room and Meeting Room, will be used to deliver training in topics such as how to conduct a job search, career assessment, resume writing and interview skills, as well as college preparation for students and parents and financial aid research.

Spanish speaking residents of Mendota will not only find collections of print and audio-visual materials in Spanish, but also online resources. The Library hosts a Spanish-language home page and subscribes to a variety of electronic databases, which provide articles in Spanish.

The Fresno County Library's home page directs all users to the array of library services and materials available to them and serves to provide convenient access to library services from inside or outside the Library 24 hours a day, 7 days a week. The online public access catalog provides users with access to all the titles held by Fresno County Library as well as the other 8 library districts in the SJVLS consortium. The Library subscribes to a growing collection of electronic databases for users seeking information related to popular titles and topics, research needs and lifelong learning.

The Library will incorporate a self-check circulation system, computer reservation and print management software as technological solutions to help staff work more efficiently and have time to offer more personalized services to library users.

Through the Library's use of technology, the residents of Mendota will have access to an extensive array of resources and services to meet their needs, regardless of age, means or ability. As the needs of the community change, the Library will continue to take advantage of new technological developments and opportunities to meet those needs.

Technology Plan

Mendota Unified School District

The District Technology Use Plan (DTUP) guides the use of technology in the Mendota Unified School District (MUSD). The DTUP lists five goals that are the foundation of district technology efforts.

- To improve staff development as it relates to technology to assist our teachers with learning new and constructive strategies and methods to integrate technology into the classroom curriculum.
- To acquire additional hardware and software for the school sites so that every teacher has a computer on his/her desk and all classrooms have a 5:1 student-to-computer ratio of up-to-date computers that are viable in today's technological world.
- To have enough technical support for all curricular areas so teachers can depend on the installed technology and know that assistance with problems is available as needed. A District Technology Technician visits each site in the district on a weekly basis to address hardware and maintenance issues.
- To have a schedule in place to replace aging and out-dated equipment to continue our efforts to meet the goals outlined in this plan. The DTUP for 2002-2005 calls for the replacement of 20% of each sites' desktop computers each year. The need for software upgrades will be evaluated each year.
- To determine the best ways to make student data more available to teachers and implement these methods to ensure that the technology can assist our staff with making decisions rooted in data. A stable wide area network provides Internet access and student information to all school sites. An automated card catalog system is available at all sites in the district (with the exception of Washington Primary).

The MUSD firmly believes these goals are crucial for providing students with the best possible learning environment. However, declining enrollment and the State budget crisis have placed additional constraints on the District's available resources. Difficult decisions must be made in prioritizing the allocation of resources at each site in MUSD. Clear goals and efficient use of site and District resources will be needed to move the technology agenda forward.

Mendota Neighborhood Library

The Fresno County Library firmly believes the use of technology should provide improved and expanded services for Library users. This technology should also empower library staff to do a better job of serving those users. The Library is committed to utilizing innovative technologies and solutions wherever possible in pursuit of these goals.

The Technology Plan is structured in accordance with the goals and objectives outlined in the larger Library Plan of Service, which in turn is driven by the needs of the Mendota community as, identified through the Needs Assessment. This Technology Plan describes how information technology has been integrated into virtually every aspect of this new facility including its design, collections, services and programs. In all regards, the Technology Plan speaks to the needs of the citizens of Mendota, as well as the commitment of the Fresno County Library to provide the most appropriate, up-to-date and cost-effective library services possible.

San Joaquin Valley Library System

The ability of the Library to deliver this level of technology and service is strengthened by its long-standing relationship with San Joaquin Valley Library System (SJVLS), a consortium of nine library districts across six counties in California's Central Valley. The System's mission is to assist member libraries to enhance service to their public through cooperation, resource sharing, technology and networking. Library automation support through SJVLS has been expanded over the years to include Internet access, web site hosting, email services, Internet filtering, print management, group hardware and software license purchases and management of a sophisticated wide area network (WAN). SJVLS currently provides the following technology-related services, which support the services and activities of the Library:

- WAN connections between its centralized location in Fresno and branches of the Fresno Public Library are currently at 128-384 kilobytes per second. Increases to this rate will be made as needed.
- Connection to the Internet is provided at a 5 meg asynchronous transfer mode (ATM) with an increase to 10 meg planned for the future.
- Firewall, domain name service (DNS), web site hosting
- Integrated Online Library System including iPAC. The Library currently uses Dynix, but will be migrating to the Horizon Information Portal with consolidated searching capabilities across the Library catalog, Internet search engines and subscription databases.
- E-mail server
- Remote patron authentication (RPA) server
- Telecirc II server for automated phone notification of patrons
- Wireless bookmobile connectivity (in testing phase)
- Interlibrary loan system server (installation in progress)
- *LPT1* print management software
- *CybraryN* PC reservation software
- Track-It software system for technology inventory control and help desk

SJVLS also provides the telecommunications infrastructure for the Library of California's Heartland Regional Library Network described below.

Heartland Regional Library Network

Fresno County Library is a member of the Heartland Regional Library Network (Heartland) of the Library of California (LoC). Heartland is a network of public, academic, school and special libraries in Mariposa, Madera, Fresno, Tulare, Kings and Kern Counties which have joined together to facilitate cooperation and to enhance the sharing of resources among its members, thereby effectively meeting the information needs of the region. Heartland maintains a dynamic web site at http://www.heartlandlibraries.org. This site contains an interactive directory of members, board minutes and agendas, an online newsletter and training calendar including Infopeople workshops and access to the Heartland Virtual Catalog described below.

Heartland will maintain servers and software to promote resource sharing throughout the Region using a system based on standard protocols. Heartland currently owns 3 enterprise-grade servers dedicated to this purpose. One of these servers runs a web-based virtual library catalog connecting to those library automation systems running Z39.50 servers. The server is configured to allow searching of any combination of library catalogs. Links to non-Z39.50 catalogs are provided from the Heartland web site.

Heartland's remaining two servers run *epixtech*'s Resource Sharing System (RSS), an ISO/IPIG compliant interlibrary loan (ILL) system using Z39.50 catalog searches and the ISO/ILL protocol.

This system provides a web-based ILL form and a rich staff workflow management system. The RSS system will be used to transmit requests between libraries regardless of the ability to search the library catalogs via Z39.50.

Heartland owns 35 workstation licenses and 7 server licenses for RSS, currently in use on one server. The public library and California State University library members have RSS workstation licenses through non-Heartland purchases. The SJVLS license is run on the second Heartland RSS server. An additional component of the Resource Sharing System is Remote Patron Authentication (RPA) software. Heartland currently hosts RPA licenses at four Central Valley college campuses. The public libraries in the Heartland Region have an RPA licenses paid for through the SJVLS.

Heartland also provides member libraries reference assistance through the SJVLS Reference Service, purchasing discounts through the AMIGOS Library System and OCLC FirstSearch, World Book Online Encyclopedia, Global Version, including Spanish Student Discovery Encyclopedia Online. The Heartland Region has a registered domain name hosted by SJVLS. Mail groups are set up to communicate with all Heartland library contacts. Listserv software may be used to further foster communication and collaboration between network members.

Although the LoC is facing an uncertain financial future, Heartland has expressed its intent to continue operating at whatever level is possible including seeking other funding sources to provide service to the members. SJVLS has also expressed the desire to help the Region continue to provide service to members, despite drastic cuts in their own funding.

Fresno County Library Infrastructure
Fresno County Library has its own staff of dedicated technical support professionals who develop and maintain the information technology involved in this Plan. Two full-time and five part-time staff provide the primary support for the ongoing functionality of all computer hardware, software and peripheral devices. A second tier of technical support is available through SJVLS. The Mendota Library will benefit from these two levels of support by virtue of its participation in a countywide branch system, as well as the larger cross-county consortium.

Additional infrastructures are in place that strengthen and direct the information technology systems of the Library. For example, the Electronic Tools and Collections Work Group is a forum comprised of rotating staff members from Fresno County Library's public and support services departments and is chaired by the Electronic Resources Librarian. Their purpose is to discuss and decide issues related to the Library's provision of electronic databases, its catalog, web pages and productivity resources for the public. A representative of Technical Support Services and the Web Development Librarian also serve on this group. They are responsible for developing designs and technical solutions in their respective areas to implement the Library's public service objectives. The Work Group approves these designs before they are implemented.

Staff Technology Training
Library staff must possess certain knowledge and skills in order to utilize technological resources to their fullest potential to meet the needs of the community. Toward this end, the Training Coordinator of the Fresno County Library designs, coordinates and schedules all staff workshops and training sessions. Courses related to the technology described in this Plan include computer troubleshooting skills, new and existing online subscription databases, Internet resources, circulation system and electronic productivity tools. Library staff can access technology training to develop new skills and enhance their knowledge through in-house

training, Fresno County Information Technology Service Department classes, SJVLS, Infopeople and other contracted courses and workshops.

- All new staff receives a minimum two days of training on the online circulation and catalog system used by the Fresno County Library. The Library currently uses Dynix, but will be migrating to Horizon in the near future.
- The library regularly schedules training sessions on all of its subscription database products. Library staff or other subject experts teach these classes.
- The staff of SJVLS provides training on several databases subscribed to through the consortium.
- Library staff is encouraged to attend classes through Fresno County's Information Technology Services Department at the Training and Support Center (TASC). Each employee receives a copy of the TASC schedule each quarter. Staff may attend classes on Microsoft Word, Excel and Access, Internet research and web development, graphic and presentation software, e-mail and electronic calendar functions. All of these classes are offered at varying levels of expertise from beginning to advanced.
- Employees are encouraged to participate in training offered by other outside organizations. Infopeople workshops are frequently scheduled in the computer lab at the Fresno County Central Library. For example, upcoming Infopeople workshops in Fresno include Training the Tech Trainer, There's More to Research than Google and Genealogy Resources on the Web.
- Employees also have access to workshops and training programs offered through other outside resources as applicable to their duties.

The Fresno County Library supports professional development at all levels. They encourage staff to develop expertise in the use of technology and to develop their teaching and training skills in order to instruct patrons and other staff in the use of the Library's electronic resources and tools.

Mendota Library – Present and Future Technology
The existing Mendota Library has a total of 4 public access computers. The Needs Assessment has shown this to be sorely inadequate to serve the needs of the local community. Severe space limitations restrict the Library's ability to support services such as onsite computer instruction, meeting and study spaces, homework assistance, literacy tutoring and resources, college and career resources, Spanish language collections and a community meeting space. Inadequate data and electrical wiring exacerbate the situation and make it impossible to install additional workstations, support videoconferencing and multimedia stations or optimize the handling, processing and security of library materials.

The Library will use technology to provide the most modern and up-to-date equipment, software and connectivity to provide access to Library materials and services. The new Library will sharply expand the range of resources it can provide by virtue of more physical space, more than four times the current number of public access computer workstations and enhanced multimedia channels. The technology strategy is to employ workstations, printers, and other devices that are networked and support network monitoring and management using the current accepted standards for such management. It is important to adhere to appropriate standards and protocols, employing cost-effective equipment that will provide reliable and manageable services.

There will be a total of 19 public-access computers and 8 staff computers installed at the new facility. All computers, for either public access or staff use, will use a common operating system and adhere to the configuration recommended by SJVLS at the time of purchase. All computers

will be connected to the Internet and equipped with productivity software, which would include, but not be limited to word processing, spreadsheet and/or presentation programs. All computers will employ security, virus control and configuration features to ensure they remain readily available for patron and staff purposes, and do not become corrupted or abused. Under Fresno Public Library's computer replacement program, computers will be replaced every four years. All Internet users will be required to have a valid library card and PIN number. Consistent with the Board of Supervisors' policy, state and federal law, children will only have access to workstations which block or filter visual depictions that are obscene or are harmful to minors under 18.

All areas of the Library will be wired with electrical and data lines to accommodate the use of patron's laptop computers. This includes the Conference Room, Quiet Room, Family Literacy Center and Meeting Room. Electrical outlets will be conveniently located throughout the library to facilitate the relocation of furniture and shelving, and to allow for utilization of laptop computers or telecommunication devices which may be available in the future. The Library will be designed with a raised floor system, which will allow for ease of access to data and phone lines. The flooring system consists of proprietary portable assemblies composed of modular floor panels on elevated supports forming accessible underfloor cavities to accommodate electrical services.

SJVLS is exploring the security and accessibility issues of a wireless computer system. The cost and feasibility of a wireless computer system will be investigated during the library design process.

The Library will include a videoconferencing system in the Meeting Room as well as a variety of presentation equipment such as a television, VCR, LCD projector, overhead projector, sound system, etc. An electronic information kiosk will be installed to provide Mendota residents with easy access to information about Library and community events.

Audio-visual areas and equipment will be integrated into the new facility. The primary function of these audio-visual areas is to provide library patrons with access to a variety of audio-visual collections such as audio books, audio cassettes, video cassettes, audio compact discs, audio-book compact discs, CD-ROMs, DVDs and other emerging audio-visual formats. Patrons may listen to music in a lounge seat with an adjacent table with audio-visual equipment or sit at a technology workstation designed for this purpose. Decisions regarding the number, placement and portability of these types of equipment will be made during design development and in discussion with the technology consultant.
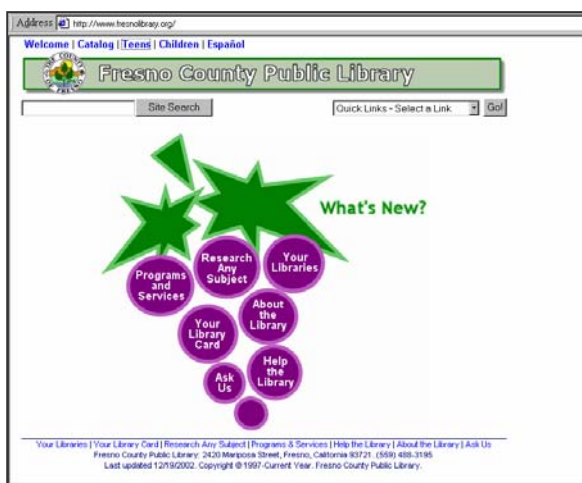
The Fresno County Library's homepage at http://www.fresnolibrary.org serves an important role in directing all users to the array of library services and materials available to them. It provides convenient access to library services whether from inside the library facility itself or from school, home or office locations. The Library's web page extends access to library services 24 hours a day, 7 days a week. It assists both library staff and users by organizing web content. It also provides another channel for the professional collection development efforts of the Library. In January 2003, the entire Fresno County Library web site was redesigned and reorganized to provide users with a more user-

friendly graphic interface and improved access to library resources and services. Each branch facility has a page with information about its hours and services. These branch pages can be used to post links to local community organizations and events.

As stated previously, the Technology Plan is driven by the Library Plan of Service, which is driven by the needs of the citizens of Mendota. Therefore, the Technology Plan is structured according to the same service responses set out in the Library Plan of Service: formal learning support, information literacy, basic literacy, business and career information, cultural awareness, general information, current topics and titles, and lifelong learning.

<u>Formal Learning Support</u>
The Library will use technology to help students improve academic achievement by providing the resources they need to succeed. During the Needs Assessment process, Library staff surveyed students and met with teachers, parents, library technicians and school administrators to discuss the specific needs of K-12 students in the Mendota Unified School District. The service needs identified included:

- Continuing cooperation between Mendota schools and the Library
- Access to more computers after school and on the weekends
- Homework assistance and subject tutoring after school hours
- Study space conducive to both individuals as well as groups
- Print and non-print collections which support homework assignments
- Training in basic computer skills as well as in the effective use of the Internet and online databases for school assignments
- Materials and training on job search skills and resume writing
- Literacy outreach services and resources

The District provides numerous support programs for "at risk" students designed to improve learning readiness, academic achievement and promote individual development. The resources of the Mendota Library will enhance and extend the District's academic and support programs to meet the educational and lifelong learning goals of District students and families. The Library can help meet these service needs by offering materials that support both students and teachers as they prepare to meet the state mandated requirements, including those of information literacy.

The Mendota Library also serves local students who attend West Hills Community College campuses in the area. These adult students can also benefit from access to the latest computer technology, online resources, study areas, college and career resources and information literacy workshops.

In a spirit of cooperation and collaboration, the Mendota Unified School District and the Library have entered into a **Joint Venture** Agreement to support formalized learning activities in grades K-12. In support of this agreement, the Library will use technology to implement a Computer Center, Homework Center, Career Center, Shared Electronic Telecommunications and a Family Literacy Center.

Computer Center

The Library will address the need for additional computers by including a Computer Center in the new library facility. The Computer Center will consist of 11 public access computers in an enclosed room appropriate for individual use or classroom instruction in a variety of computer and information literacy courses. These computers will provide users with access to the Fresno County Library online public access catalog, the Internet and a range of electronic resources and services that directly address the identified needs of elementary and secondary students. One of these computers could also be used as an instructor's workstation during training classes. Audio-visual equipment appropriate for presentations and instruction (i.e. LCD projector) will be included in the design of this room*.*

Two specialized homepages have been developed just for elementary and secondary students. These pages are accessible from the Library's main homepage and utilize highly engaging and easy-to-use graphical interfaces. The Children's Homepage provides access to materials appropriate for grades K-6; the Teen Homepage accesses materials appropriate for grades 7-12.
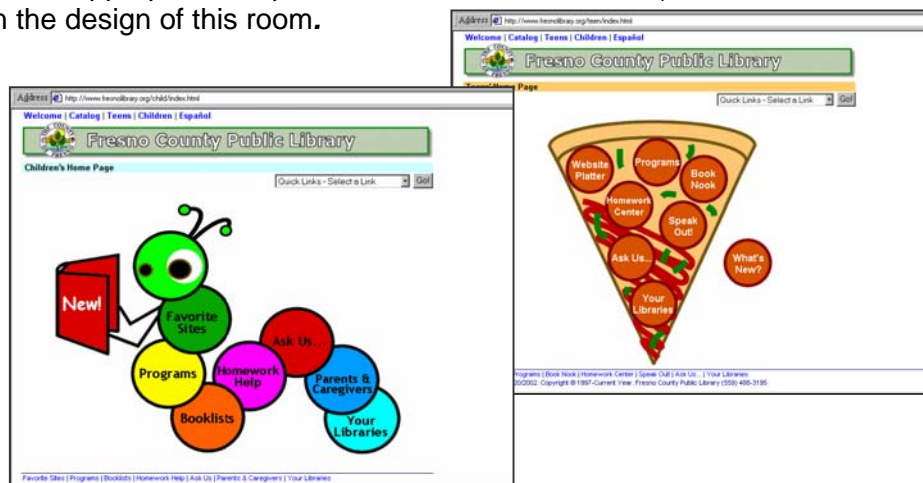
The Fresno County Library's Youth Services Department continually selects and updates age-appropriate and content-specific links to the World Wide Web to supplement school resources and support basic research needs of students K-12. Each specialized homepage provides links to Booklists as well as Homework Help arranged by grade-level and California content standards. Effective selection criteria are used to offer the most substantive and authoritative sites to assist students in meeting their informational and recreational needs. Users can also use the "Ask Us…" link to ask for research assistance directly from a Children's or Young Adult Librarian using an email reference model.

The Library will use technology to respond to the need for expanded collections to support homework assignments. The Library subscribes to a number of electronic databases, which are all accessible from inside and outside the Library. They include resources appropriate to a variety of grade levels, as well as information for teachers and Spanish-language speakers. These will provide students and adults with a greater depth and scope of resources than it is possible to provide in a single branch library location. The Library currently subscribes to the following electronic resources:

- **Funk & Wagnall's New World Encyclopedia** is updated annually and indexes over 25,000 records, covering an array of topics in full text. It contains various images, offers brief biographies as well as information in a variety of subject areas. (EBSCO*host*)
- **EBSCO Animals** provides in-depth information on a variety of topics relating to animals. The database consists of indexing, abstracts and full text records describing the nature and habitat of familiar animals. (EBSCO*host*)
- **MAS Ultra - School Edition** is designed specifically for high school students. This database provides full text for over 500 popular general interest and current events publications with information dating back as far as 1975 for key magazines. It also provides nearly 550 full text pamphlets, 150 full text reference books, nearly 100,000 biographies, 76,000 primary source documents and an image collection of 116,000 photos, maps and flags. (EBSCO*host*)
- **Middle Search Plus** provides full text for more than 150 popular magazines for middle and junior high school research. All full text articles included in the database are assigned a reading level indicator. Full text information dates as far back as 1990. (EBSCO*host*)
- **Newspaper Source** provides selected full text coverage for more than 240 newspapers and other sources. This collection includes cover-to-cover full text for USA Today, The Christian Science Monitor and The Times (London) as well as selected full text from more than 180 regional newspapers. (EBSCO*host*)
- **Health Source - Consumer Edition** is a rich collection of consumer health information on many health topics including the medical sciences, food sciences and nutrition, childcare, sports medicine and general health. (EBSCO*host*)
- **TOPICsearch** is a current events database which allows researchers to explore social, political and economic issues, scientific discoveries and other popular topics discussed in today's classrooms. It contains full text for over 64,000 articles from more than 3,000 diverse sources, including nearly 1,600 full text periodicals. (EBSCO*host*)
- **Primary Search** provides full text for more than 50 popular magazines for elementary school research. All full text articles included in the database are assigned a reading level indicator. Full text information dates as far back as 1990. (EBSCO*host*)
- **Professional Development Collection** is designed for professional educators. This database provides a highly specialized collection of over 515 full text journals, including nearly 350 peer-reviewed titles. (EBSCO*host*)
- **ERIC** (Educational Resource Information Center) contains more than 2,200 digests along with references for additional information and citations and abstracts from over 980 educational and education-related journals. (EBSCO*host*)
- **General Reference Center Gold** is a general-interest database of articles from newspapers, reference books and periodicals, many with full-text and images. Coverage includes the latest current events, popular culture, business and industry, the arts and sciences, sports, hobbies and more. (Gale Group)
- **Health Reference Center** includes articles on fitness, pregnancy, medicine, nutrition, diseases, public health, occupational health and safety, alcohol and drug abuse, HMOs, prescription drugs, etc. (Gale Group)
- **NoveList** is an electronic reader's advisory resource, which assists fiction readers to find new authors and titles. Searches can be targeted by age and reading level.
- **World Book Online** is a complete version of this popular encyclopedia, including full text as well as illustrations, graphs and maps. Additional enhancements include current stories from today's headlines, newspaper/magazine articles and web links to update the articles. It includes a basic Spanish-language encyclopedia as well.

Spanish Language Online Resources

As shown in the Needs Assessment, more than 93% of Mendota's population is of Hispanic origin. More than 70% of Mendota Unified School District students have limited English language proficiency. The Library will use technology to respond to the need for expanded collections in Spanish to serve the community. The Fresno County Library hosts a separate Spanish homepage (see below) with carefully selected links to Spanish-language resources on the Internet.

Address http://www.fresnolibrary.org/spanish/index.html

FRESNO COUNTY FREE LIBRARY (inglés)　　　　　—Escoja—

Eventos
Nuestros horarios y localidades
Sobre la biblioteca
Nuestros servicios
Nuevos materiales
Explorando la Red
Catalogo de Libros (en inglés solamente)

bienvenido

Bienvenido a la página del Red de la Biblioteca de Fresno

Modificado - junio 26, 2001　　　　Comentarios, Sugerencias y/o Problemas:
© 1997-2001 Fresno County Free Library　　　anthony.halstead@fresnolibrary.org

The Library also subscribes to the following electronic databases, which provide content in Spanish:

- **EBSCO**_host_ **Español** provides Spanish language access and translation features for all of the EBSCO_host_ electronic databases listed above (except Primary Search.)
- **¡Informe! Revistas en Español** has been created exclusively for Spanish-speaking users. This index provides full-text access to 50 Spanish-language and bilingual periodicals and newspapers. Topics include cultural and lifestyle issues, health and parenting, entertainment, politics and current events.
- **World Book Online,** a complete version of this popular encyclopedia, provides access to a basic Spanish-language encyclopedia as well.

The Computer Center will also provide a classroom setting for computer literacy training courses covering introductory to advanced skill levels for students, teachers and other school staff. Regularly scheduled computer instruction may include topics such as:

- Keyboarding skills
- Mouse basics
- Searching the online library catalog
- Email - basic and advanced
- Software instruction for spreadsheet and word processing programs
- Searching the World Wide Web
- Job search and resume writing
- Effective use of subscription database resources
- Financial aid resources
- College preparation for students and parents
-

Courses would support the School District's goal to promote K-12 library media skills and technology standards and connect them with the curriculum. Experienced library staff will teach these courses which would be offered in English and Spanish. They may be assisted by student and adult volunteers to provide general oversight, homework assistance and instruction in the Computer Center.

Homework Center
Elementary and secondary students, their parents and teachers identified the need for homework assistance and tutoring after school hours and on the weekends. The Library will reserve at least 1 computer workstation in the Young Adult Area and 1 computer in the Children's Area for student homework needs during library hours. Computers in other parts of the Library, such as the Computer Center, may also be dedicated to this purpose as needed. Homework Center computers will be dedicated exclusively for student homework needs at specific periods of the day. Library staff and volunteers will be available to help students at these dedicated computers.

The Library will integrate new technology to supplement assistance provided through the Homework Center, Homework Help web links and Homework Center volunteers. Students using the Homework Center will also have access to an online subscription-based service for real-time homework and tutorial assistance. In this type of service, live tutors typically provide instruction in subjects such as English, Math, Science and Social Studies for students in grades 4-12. Qualified tutors provide individualized sessions for a specified length of time. Examples of this type of service include *tutor.com* or *Plato.* The Fresno County Library's Youth Services Department will make the selection of the actual service.

Shared Electronic/Telecommunications Program
The Needs Assessment highlighted the long history of cooperation between Mendota schools and the Library. Each school in the Mendota Unified School District has a library with computers available for use by students and staff, although some sites have little room for expansion of collections or technology. All classrooms have an Internet-accessible computer. In 1999, Mendota High School upgraded its two computer labs with a total of 51 new computers. In view of this state of affairs and the additional computers planned for the new Mendota Library, it is possible to implement a variety of electronic resource-sharing initiatives between the two organizations.

The Library will use technology to partner with the School District to implement links to each other's web pages to provide students access to each other's online catalogs, staff-reviewed web links and remote access to subscription resources as each organization's contacts and policies permit. The County Library Youth Services Department will plan and implement the *Library Ambassador Program*, a training program for Mendota Unified teachers. The Library will use technology to support this program by providing access to electronic resources and instruction in essential research skills that foster information literacy.

Other Joint Venture Agreement Programs
Areas available for individual and group study were included in the list of needs voiced by the Mendota community. The new Library will include three areas suitable for this type of activity: a Conference Room which seats 8-10 people, the Family Literacy Center which seats 4 people and a Meeting Room that will seat up to 60 people. These areas will be available for group study after school and on weekends. As noted before, the Library will integrate technology into these meeting spaces to allow for the use of laptop computers. The Meeting Room will also include equipment for videoconferencing and multimedia presentations. With this space and its resident technology, the Library has created an opportunity for students, parents and teachers to experience and participate in remote and interactive seminars, workshops and conferences.

Other service needs addressed by the **Joint Venture** Agreement are a Career Center for college and career resources and workshops and a Family Literacy Center for literacy tutoring and resources. Because these services extend beyond K-12 formal learning programs, these services are discussed in the broader context of the service responses related to Basic Literacy and Business and Career Information.

Information Literacy
The Needs Assessment drew attention to the fact the public library is the only access most adult residents have to computer technology because of the prohibitive cost of owning a home computer. Poor literacy skills and lack of proficiency in English and knowledge of information resources among Mendota residents contribute to limited computer and Internet use. Students' use of computers at school is limited to school hours only. The Library will use technology in a state-of-the-art Computer Center for use by Mendota residents of all ages to provide them with greater access to computers and training in their use.

As previously described, the Computer Center will consist of 11 public access computers in an enclosed room appropriate for individual use or classroom instruction in a variety of computer and information literacy courses. One of these 11 computers could be used as an instructor's workstation during training classes. Multimedia presentation equipment, such as an LCD projector or television/VCR, would be present to support instructional activities. Classes will be offered in both English and Spanish. The Computer Center will be under the general supervision of Library staff who may be assisted by both student and adult volunteers. The class list below represents information literacy courses currently offered by Fresno County Library and is a sample of the intent of instruction:

- E-mail, Basic and Advanced--Students will learn how to set up and use free web e-mail.
- Basic Excel--Students will learn how to create, navigate, open, save, enter and edit data into an Excel spreadsheet.
- World Wide Web, Basic and Advanced--Students will learn how to point and click their way through the Internet using browsers and searches. The Advanced class emphasizes concepts and techniques.

- <u>Mouse Basics for the Absolute Beginner</u>--Students will learn mouse basics, computer terminology and basic parts of the computer.
- <u>Typing Skills</u>--Students learn to use *Mavis Beacon Teaches Typing 9*, a typing tutorial that provides lessons to improve computer-keyboarding skills.
- <u>Word Processing for Beginners</u> --Students will learn the basic functions and techniques of word processing.
- <u>Job Search</u>--Students will learn the basics of conducting their first job search, career assessment and research. Resume and interview skills will be covered.
- <u>Job Resume</u>--Students will learn the basics of effective resume writing that will bring positive results.
- <u>Job Interview</u>--Students will learn how to answer tough questions at a job interview, where to find on-line interview help and participate in a mock interview.

<u>Basic Literacy</u>

The Needs Assessment examined literacy rates and the English proficiency for residents of Mendota. It found a great need for resources to help residents acquire or improve skills in reading, writing and spoken English. The Library will use technology to ensure Mendota residents of all ages will have available to them learning environments, specialized materials, and access to trained volunteer tutors to help them reach their personal literacy goals. Mendota residents will have available to them resources in a variety of formats and programs to promote and support family literacy.

The new Mendota Library will include a full-service Family Literacy Center for all ages to provide space for one-on-one tutoring, small group instruction and theme-based family learning activities targeting K-12 students, families and caregivers.

The Family Literacy Center will consist of an administrative office, Tutoring Room its own collection area. The office space will support the planning, management and analysis of the Library's literacy services and resources. It will also provide a private space where staff and volunteer interviews and evaluations can be conducted and where the public can come to discuss confidential issues. One staff computer and a printer will be installed in the office to support these activities.

The Tutoring Room will be used for one-on-one literacy tutoring sessions. It may also serve as a small group meeting room, mini-classroom or training room, a quiet study room, a literacy staff conference or project room, or a small multimedia viewing room. It will seat 4 persons. The adjacent 8-person Conference Room can also be used in these ways by the literacy program.

The Tutoring Room will accommodate 1 public access computer workstation as well as 1 audio-visual listening station. The Conference Room will be designed for the use of laptop computers and audio-visual presentation equipment.

The literacy collection itself will include print and non-print formats including a variety of literacy and English as a Second Language books, audio and video tapes, and computer software. The following computer software will be installed on the public access computer in the Tutoring Room:

- The New Oxford Picture Dictionary-English/Spanish
- Smart Start English
- Word Town Basic English/Spanish Vocabulary
- Road to Citizenship Multimedia Training for United States Citizenship

Additional software could be added as directed by the Families for Literacy Coordinator.

In addition to these onsite applications of technology to support literacy, a specially equipped mobile services unit will provide literacy outreach services to the Mendota community. Referred to as the Aprendo Van, this mobile unit is equipped with books, toys, games and computers with software targeted at children under five years old. The Aprendo Van is equipped with 2 laptop computers available for public use. These computers contain the following software:

- Preschool Parade
- The Cat in the Hat
- Dr. Suess' ABC
- Green Eggs and Ham
- The Living Books Library
- Farm Buddies
- Kid Pix Studio Deluxe
- Curious George Preschool Learning Games
- Snoopy's Campfire Stories

A work area for Aprendo Van staff will be included in the Library's workroom. This Outreach Services area will include a computer docking station for staff to pass information back and forth from the Aprendo Van's computer to the Library's circulation system. SJVLS is currently testing a wireless system for its mobile units, which would allow onboard computers to directly access circulation records as well as the Internet. This area would also make electricity available to the Aprendo Van for onsite outreach activities in lieu of using the onboard generator.

All of these technological solutions will be strengthened by the expertise and services provided by the staff of the Fresno County Library Literacy Services Center which consists of the Families for Literacy Coordinator and three other full-time staff.

Business and Career Information
The Needs Assessment showed the Mendota community has a history of chronically high unemployment and low-income levels. Almost half of Mendota residents are employed in the farming, fishing and forestry sector and more than 20% in production of primarily agricultural products. A much smaller percentage of Mendota residents are employed in professional and skilled occupations. Many members of the Mendota Community Partners coalition expressed the need for local access to employment and career resources. Some of these service partners include the California State Economic Development Department, Fresno County Economic Opportunities Commission, Fresno County Workforce Connection, I-5 Business Development Corridor, Inc., Mendota Chamber of Commerce and Proteus, Inc.

The Library will use technology to provide resources and services to assist residents in finding employment, improving job skills, developing business opportunities and making college and career choices. The expertise and efforts of the Fresno County Library Job/Career Specialist Librarian will strengthen these technological solutions.

In addressing these needs, the Library will use technology to provide access to online subscription databases related to business and selected links to employment, career and business sites freely available on the Internet. Access to these electronic resources, combined with the services, programs and print resources of the new Mendota Library, will greatly enhance its collection of career, employment and business information beyond that available in a single library branch. The Library currently subscribes to the following business-related databases:

- **ReferenceUSA Business and Residential** database modules contain detailed information on more than 12 million U.S. businesses and 102 million U.S. residents. Users are able to search for businesses across a number of criteria including name, line of business, location, sales, number of employees, etc.
- **General Reference Center Gold** is a general-interest database including articles from newspapers, reference books and periodicals, many with full-text and images. Coverage includes the latest current events, popular culture, business and industry, the arts and sciences, sports, hobbies and more.

The following online subscription databases are all available in Spanish and may also support business and career research:

- **¡Informe! Revistas en Español** has been created exclusively for Spanish-speaking users. This index provides full-text access to 50 Spanish-language and bilingual periodicals and newspapers. Topics include cultural and lifestyle issues, health and parenting, entertainment and politics and current events.
- **MAS Ultra - School Edition** is a database which provides full text for over 500 popular general interest and current events publications with information dating back as far as 1975 for key magazines. It also provides nearly 550 full text pamphlets, 150 full text reference books, nearly 100,000 biographies, 76,000 primary source documents, and an image collection of 116,000 photos, maps and flags. (EBSCO*host*)
- **Newspaper Source** provides selected full text coverage for more than 240 newspapers and other sources. This collection includes cover-to-cover full text for USA Today, The Christian Science Monitor and The Times (London) as well as selected full text from more than 180 regional newspapers. (EBSCO*host*)

The Fresno County Library's Spanish web site also provides links to online employment resources with services in Spanish. These links are updated regularly as new sites are discovered.

Career Center
As part of the **Joint Venture** Agreement with Mendota Unified School District, Library staff will develop a Career Center. This Center will provide junior high and high school students with access to job training resources, information on various careers and vocational choices and online access to web sites for career development and interest assessments.

The Computer Center, as well as the Conference Room and Meeting Room, will play an important role in the Library's ability to deliver training and access to online resources in this area. The classes listed below are representative of the type of instruction that will be offered. The Library will partner with the Mendota Unified School District and other community organizations to offer these workshops in both English and Spanish:

- Job Search--Students will learn the basics of conducting their first job search, career assessment, research, resume and interview skills will be covered.
- Job Resume--Students will learn the basics of effective resume writing that will bring positive results.
- Job Interview--Students will learn how to answer tough questions at a job interview, where to find on-line interview help and participate in a mock interview.
- College Prep for Students--Students will learn skills and resources to help them plan for college including how to select and evaluate colleges and complete the necessary applications.
- College Prep for Parents--Parents will learn about the college application and financial aid processes, as well as how to help their children best prepare for acceptance to college.
- Researching Financial Aid Opportunities--Students will learn what college financial aid is and how to identify financial aid sources.
- Online Financial Aid Applications--Students will learn how to complete financial aid applications online.

The expanded facilities of the new Mendota Library will also be used by those Mendota Community Partners listed above to host community information forums and regular membership meetings, meet with clients to provide needed services or host job search and career development training. These workshops for job seekers, job changers and business owners will be conducted by Library staff and Mendota Community Partners in English and Spanish.

Cultural Awareness
As shown in the Needs Assessment, more than 93% of Mendota's population is of Hispanic origin. Fifty-two percent of residents in all age categories "speak English less than very well" according to 2000 Census data. More than 70% of Mendota Unified School District students have limited English language proficiency. The Library will use technology to provide an in-depth Spanish language collection and resources that reflect the cultural heritage of the library service area population.

As previously described, the Fresno County Library hosts a separate Spanish-language homepage with information about Library services in Spanish and carefully selected web links to Spanish-language resources on the Internet for adults and children.

Address http://www.fresnolibrary.org/spanish/index.html

FRESNO COUNTY FREE LIBRARY (inglés)   –Escoja–

Eventos
Nuestros horarios y localidades
Sobre la biblioteca
Nuestros servicios
Nuevos materiales
Explorando la Red
Catalogo de Libros (en inglés solamente)

bienvenido
Bienvenido a la página del Red de la Biblioteca de Fresno

Modificado - junio 26, 2001   Comentarios, Sugerencias y/o Problemas:
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The Library also subscribes to the following subscription databases, which provide content in Spanish:

- **EBSCO***host* **Español** provides Spanish-language access and translation features for the following EBSCO*host* electronic databases as described more fully under Formal Learning Support:
  - o Funk & Wagnall's New World Encyclopedia
  - o EBSCO Animals
  - o MAS Ultra - School Edition
  - o Middle Search Plus
  - o Newspaper Source
  - o Health Source - Consumer Edition
  - o TOPICsearch
  - o Professional Development Collection
  - o ERIC (Educational Resource Information Center)
- **¡Informe! Revistas en Español** has been created exclusively for Spanish-speaking users. This index provides full-text access to 50 Spanish-language and bilingual periodicals and newspapers. Topics include cultural and lifestyle issues, health and parenting, entertainment, politics and current events.
- **World Book Online,** a complete version of this popular encyclopedia, provides access to a basic Spanish-language encyclopedia as well.

The Library will be an ideal space for group instruction with the increased meeting space, a state-of-the-art Computer Center, as well as videoconferencing and presentation equipment. The new Mendota Library will make the most of this space and technology to offer a wide variety of workshops to address formal learning support, information literacy, business and career information, basic literacy, lifelong learning and general information. Based on the limited English proficiency found in the Mendota community, all of the workshops described in this Plan will be offered in Spanish as well as English. Other Information literacy instruction in resources available to Spanish speakers could also include:

- En Lace en Español de la Biblioteca de con del Fresno--Students will learn how the Library's Spanish homepage can be used to learn about library services and Spanish-language resources on the Internet.
- Explorando ¡Informe! Revistas en Español--Students will learn the concepts and techniques to utilize this Spanish-language magazine database. (This type of course could be offered for the other Spanish-language electronic databases subscribed to by the Library.)

Bilingual staff will be available to guide residents through the use of these electronic resources and other materials in the collection.

General Information

The Library will use technology to respond to the need for Mendota residents of all ages to have convenient access to current and authoritative information resources in varied formats to meet their diverse information needs. The Library will use technology to facilitate convenient access to skilled, professional assistance in answering questions and locating appropriate resources to meet their diverse information needs.

Besides the 11 computers in the Computer Center, there will be another 8 public access computers installed throughout the new Library as follows:

Computer Center 11
Family Literacy Center 1
Young Adult Area...........................2
Children's Area 2
Spanish Language Collection 1
Fiction Collection...........................2
Public Access Computers   19

All of these computers will be connected to the Internet and equipped with productivity software, which could include, but not be limited to word processing, spreadsheet and/or presentation programs. Some of these public access computers may be designated for OPAC use only as needed. All areas of the library will be wired with electrical and data lines to accommodate the use of patron's laptop computers.

Seven dedicated staff computers will be similarly equipped to allow staff to research and select appropriate resources for library users and support all the services of the Library. An eighth staff workstation will include a computer docking station for use by Aprendo Van staff. Staff computers will be installed in the following areas:

Branch staff Office 1
Family Literacy Office 1
Reference Desk 1
Circulation Desk................................. 2
Circulation Workroom 2
Aprendo Van Docking Station............ 1
Staff Computers   8

In addition to the 19 public access computers, there will be two audio-visual areas in the Library: one targeted for children and the other targeted for adults and young adults. The primary function of these audio-visual areas is to provide library patrons with access to a variety of audio-visual collections such as audio books, audio cassettes, video cassettes, audio compact discs, audio-book compact discs, CD-ROMs, DVDs and other emerging audio-visual formats. Patrons may listen to music in a lounge seat with an adjacent table with audio-visual equipment or sit at a technology workstation designed for this purpose. Decisions about the number and placement of these audio-visual listening stations will be made during design development and in discussion with the technology consultant.

The Fresno County Library web site at http://www.fresnolibrary.org provides in-house and remote library users with a well-organized and authoritative guide to the services, materials and expertise available to them through the Library. The following are examples of the information and services accessible from the Library's web site:

- Online Catalog: ValleyCat is the online catalog of the members of the San Joaquin Valley Library System. In addition to providing in-library and remote access to the collections of the Fresno County Library, ValleyCat allows library users to search and request materials from eight other library jurisdictions in the SJVLS consortium.
- Ask A Librarian: Besides face-to-face and telephone reference services, library users can email reference questions to a Fresno County Library staff using one of the "Ask A Librarian" options on the web site. Users have the choice to contact a librarian in Adult, Children's or Teen Services or the California History and Genealogy Room.
- Recommended Internet Resources: Library staff select up-to-date, authoritative Internet resources on frequently requested topics such as government, health, education and news, as well as state and local information.
- Targeted Homepages: The Library hosts three specialized homepages designed to meet the information needs of children, young adults and Spanish speakers. All of these sites can be accessed through the Library's main homepage.
- Information and Referral (I&R) Resources: The Fresno County Resources Online Directory contains information about public and nonprofit programs available to assist individuals in Fresno County. These programs cover a wide range of services, including food, clothing, housing, health care, transportation and recreation.
- Subscription Electronic Resources: The Fresno County Library subscribes to a large number of electronic database resources to meet the information needs of its users. Many of these resources are described under the Formal Learning section of the Technology Plan. They can not only be used to support formal learning activities, but to support the research and recreational reading needs of all Mendota residents regardless of age. The Library also subscribes to the following electronic resources:
  - Fresno Bee and other California Newspapers: This database provides full text articles from the Fresno Bee from early March 1986, forward, plus at least fourteen years of the Los Angeles Times, Modesto Bee, Sacramento Bee, San Jose Mercury, San Diego Union-Tribune, San Francisco Chronicle and others.
  - AllData is a comprehensive online database of automotive diagnostic and repair information for most car models back to 1982.
  - Books In Print is an online database of book, audio book and video titles and reviews. It also contains books out of print, the full Publishers Authority Database, bestseller database (spanning over 100 years) and a database of author biographies.
  - AncestryPlus is an extensive online genealogical database which provides access to more than one billion names in more than 3,000 databases, including primary-source document images, detailed color maps and a variety of genealogical research tools.

In the Needs Assessment, many of the community organizations surveyed listed more computers and computer training as service needs. The new technology integrated into the Computer Center will allow the Library to address these needs. Computer classes will be offered based on the needs of the local community and could include:

- Basic computer skills
- Career research and preparation
- College research and preparation
- Effective use of the Library's online resources including the catalog
- Internet skills for research and recreation
- Word processing and other office software programs
- Homework help
- Genealogy research

- Online reader's advisory tools

The videoconferencing and presentation systems available in the various group meeting areas of the Library will provide additional opportunities for in-house and remote instructional programs.

Current Topics and Titles

The Library will use technology to ensure Mendota residents of all ages have available to them popular titles and material on current topics in a variety of formats and languages that reflect the popular demand of the community.

As noted before, the Fresno County Library online catalog and its variety of subscription database resources assist library users in locating popular titles and material on current topics. The Children's and Teen homepages help younger library users (and their parents and teachers) identify age and interest-appropriate materials for research activities and recreational reading.

Residents can also sign up to receive the E-Kids Newsletter, a regular email reminder of children's activities and services at neighborhood libraries.

The Library will use technology to assist library users of all ages with selection of reading materials by subscribing to a reader's advisory subscription service. The Library currently subscribes to NoveList, an electronic resource which assists fiction readers find new authors and titles. Searches can be targeted by age and reading level. It is available for in-library or remote use. The Library also provides links to selected Internet sites to assist readers of all ages to locate authors and titles to fulfil their recreational needs. The Computer Center could be used to offer workshops on using the online library catalog and these electronic reader's advisory resources.

In a community with low literacy, access to audio-visual materials will be very important. The audio-visual areas in the Library will provide library patrons with access to a variety of audio-visual collections such as audio books, audio cassettes, video cassettes, audio compact discs, audio-book compact discs, CD-ROMs, DVDs and other emerging audio-visual formats. Patrons may listen to music in a lounge seat with an adjacent table with audio-visual equipment or sit at a technology workstation designed for this purpose.

Lifelong Learning

The Library will use technology to respond to the need for Mendota residents to have available to them an extensive, accessible, organized collection of materials on a broad range of subjects to support continued personal growth and development. The service roles presented here and in the Library Plan of Service reflect the lifelong learning priorities of this community. These include formal learning support (K-12 and college), information literacy, basic literacy, business and career information, access to culturally appropriate resources and current topics and titles. The technological resources integrated into the Library will provide Mendota's citizens with the physical space, tools and skills to pursue lifelong learning activities.

Although it was not a primary need expressed by Mendota residents in the Needs Assessment, some members of the community have an interest in local history resources. The Fresno County Library's California History and Genealogy Room has partnered with the Fresno County Genealogical Society to provide an extensive collection of local and California historical materials. The Library will use technology to support the community's desire to learn about its history in the following ways:

- Specialized Web Pages: The California History and Genealogy Room web page at http://www.fresnolibrary.org/calif/index.html provides information about its resources recommended web links, and an "Ask A Librarian" service. It also links to the Fresno County Genealogical Society's web site at http://www.rootsweb.com/~cafcgs/.
- *AncestryPlus*: This online resource is an extensive genealogical database which provides access to more than one billion names in more than 3,000 databases, including primary-source document images, detailed color maps and a variety of genealogical research tools.
- San Joaquin Valley Digitization Project: Through a grant to the San Joaquin Valley Library System, Fresno County Library is a participant in the San Joaquin Valley Digitization Project. This project enables member libraries to digitize and preserve historical photographs. It is designed to increase awareness and improve access to the historical collections of the libraries and to develop collaboration between public libraries, historical societies, museums, teachers, school librarians and school administrators.

These services and materials also support the **Joint Venture** Agreement with the Mendota Unified School District by improving access to materials that support specific curriculum requirements related to California history assignments.

Services To Persons With Visual, Hearing and Physical Disabilities
The Fresno County Library seeks to provide the best services possible to residents with visual, hearing and physical disabilities. All physical aspects and furnishings of the Mendota Library will be compliant with the Americans with Disabilities Act (ADA) with enough space between shelving to accommodate patrons using mobility assistance devices. All computer furniture, carrel and table heights and clearances will meet ADA requirements. The Mendota Library will offer age and content-appropriate materials in a variety of formats that accommodate the special needs of disabled library users. The Library will maintain contact with and encourage input from the disabled community in order to improve upon these services.

Mendota residents with visual and physical disabilities will be served through the Talking Book Library for the Blind (TBLB). The TBLB is a sub-regional library of the National Library Service for the Blind and Physically Handicapped (NLS), Library of Congress. It provides both mail and in-person talking book services to all readers in Fresno, Kings, Madera and Tulare counties. Anyone who is unable to read or use standard printed materials as a result of temporary or permanent visual or physical limitations may receive service. TBLB's collection includes specially formatted audio books, talking book machines, and Braille books and magazines.

The TBLB also offers patrons a free subscription service to 50 local, state, and newspapers through the Fresno Access News service. Patrons may choose a specific newspaper, section of the newspaper or a selected article they want to listen to over the phone by using the touch-tone selection menu.

Patrons who are deaf may access the library through the California Relay Service (CRS). Assisted Listening Systems are available at Central and Selma branch libraries for programs and meetings. Other branches may borrow the system from Selma Library for patrons to use in the library as needed. Fresno County Library provides sign language interpreters for story hours and other programs if two weeks notice is given by interested patrons.

Summary of Library Equipment and Systems
The following is a summary of the equipment and computer software the Library will integrate into the facility in order to implement the electronic resources and services described in the Technology Plan.

- Computer Workstations
  To summarize, the Library will install a total of 19 public access computers in the new facility as follows:

  ```
  Computer Center..............................11
  Family Literacy Center  ......................1
  Young Adult Area.............................2
  Children's Area..................................2
  Spanish Language Collection ............1
  Fiction Collection...............................2
  ```

  Some of these computers may be designated for OPAC use only as needed. One of the public access computers in the Computer Center could be used by staff during training sessions.

  A total of 8 staff computers will be installed as follows:

  ```
  Branch staff Office......................... 1
  Family Literacy Office................... 1
  Reference Desk ........................... 1
  Circulation Desk........................... 2
  Circulation Workroom................... 2
  Aprendo Van Docking Station...... 1
  ```

  All areas of the library will be wired with electrical and data lines to accommodate the use of patron's laptop computers as well as additional computer workstations as needed in the future. All computers will be replaced every four years in accordance with Fresno County Library's policy. All computer workstations will meet ADA height and clearance requirements. SJVLS is exploring the security and accessibility issues of a wireless computer system. The cost and feasibility of a wireless computer system will be investigated during the library design process.

- Audio-Visual Listening Stations
  Audio-visual areas and equipment will be integrated into the new facility. Two areas have been designated as audio-visual areas: one for children and the other for adults and young adults. Lounge seats and technology workstations located throughout the library will also have access to these formats. The primary function of the audio-visual areas is to provide library patrons with access to a variety of audio-visual collections such as audio books, audio cassettes, video cassettes, audio compact discs, audio-book compact discs, CD-ROMs, DVDs and other emerging audio-visual formats.

  Patrons may listen to music in a lounge seat with an adjacent table with audio-visual equipment or sit at a technology workstation designed for this purpose. Equipment will include, but not be limited to, televisions, VCRs, DVD players, CD/cassette players and headphones. Decisions regarding the number and placement of these items will be made during design development and in discussion with the technology consultant.

- Printers and Peripheral Devices
  A variety of inkjet and laser printers will be utilized in the Library for public and staff use. At least two high-speed networked printers will be available to the public. These will use LPT1 print management/cost recovery software. This software will reduce unwanted printing,

wasted paper and printer wear. Some level of printer control will be available to permit library users to print materials with a minimum of staff intervention.

The Library will also include appropriate peripheral devices needed to conduct staff operations such as barcode readers and receipt printers.

- Videoconferencing and Presentation Systems
  A complete videoconferencing system will be installed in the Meeting Room of the Mendota Library in order to bring remote and interactive seminars, workshops and conferences to the Library and its users. Telecommunication support will be provided as appropriate for the videoconferencing platform. A variety of presentation equipment will also be integrated into the new facility. This equipment could include, but not be limited to television, VCR, LCD projector, overhead projector, sound system, motorized and wall-mounted projection screens and laser pointers. Some of this presentation equipment will be permanently mounted while other pieces will remain portable in order to be utilized in different areas of the Library. Decisions about the permanency and portability of presentation equipment will be made during design development.

  A digital camera and a video camera will also be included as part of the multimedia equipment used to support the Library's programs and services.

- Self-Service Systems
  The Mendota Library will utilize several technological solutions in an effort to prevent repetitive-motion injuries and free up staff for more personalized services. These include a self-check system and computer reservation software. (Print management software was described under Printers and Peripheral Devices.)

  At least 1 self-check machine will be available for library users who wish to conduct their own circulation transactions. Electromagnetic (EM) as well as radio frequency identification (RFID) systems will be considered. The Library is investigating the use of RFID technology to optimize the handling, processing, inventory and security of library materials as they move out of, back into and throughout the Library. This technology provides benefits for both staff and patrons beyond those offered by the current EM system. For example with RFID, multiple items can be checked out simultaneously because line-of-sight barcode scanning is not required. Hand-held devices can verify or update inventory status of shelved materials and helps locate holds or lost items more easily. Automatic materials sorting by location and status are also options. The use of RFID technology is already planned for several other Fresno County Library branches.

  The Library will employ computer reservation software that schedules access to PCs and manages session time (CybraryN). Library users sign up for a computer session via individual computers or at a centralized reservation station. This technology allows the equitable allocation of time on available PCs. It also relieves library staff of the responsibility for reserving computers and monitoring session time thereby freeing them to serve library users in other ways.

- Library Security Systems
  Materials security features will be installed using either EM or RFID technology. Decisions regarding the type of system will be made during design development. The library and its patrons will appreciate the savings in lost materials and staff effort. Security cameras, as well as a "panic button" system, will be included in the building design to safeguard library property, materials, staff and users.

- Reproduction and Screening Equipment
  The Library will make available to library users a black and white photocopy machine and fax machine. The Library will also install a flatbed scanner as part of the Computer Center to convert images and text to digital formats for use by library users and library staff. This type of equipment could support the development of multimedia presentations by students and library staff as well as the preservation of photographs and documents of historical interest.

- Voice Communications
  The design of the Library will support wireless handsets, links to local area telephone systems and other telephony features. A telephone answering system will be put in place so library users will always be provided at least a minimum amount of information about the Library even if it is closed.

- Electronic Information Kiosk
  An electronic information kiosk will be installed in the Library to give Mendota residents easy access to information about Library and community events. The exact location and functionality of this kiosk will be determined during design development.

- Miscellaneous Equipment
  An uninterrupted power supply (UPS) for computer equipment will be installed in the telecommunications closet. People counters will be installed at the front entrance to collect information about the rate of use of the library's physical facility.

- Access Floor System
The Library will be designed with a raised floor system, which will allow for ease of access to data and phone lines. The flooring system consists of proprietary portable assemblies composed of modular floor panels on elevated supports forming accessible underfloor cavities